

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	T4095 Team Lead Contracts and Compliance	JEID	T4095
Salary Grade:	Scale L (£37,261 - £39,493)		
Team:	Transport Operations		
Service Area:	Transport Delivery		
Primary Location:	Office base in Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Delivery Lead – Compliance & Data		
Responsible for:	1 senior contract officer, 2 contract officers, 1 transport delivery apprentice		

Role Purpose

- 1) Support Delivery Lead – Compliance & Data in delivering a capable, compliant and efficient contracts and compliance team that supports the operational (home to school, adult and public transport), publicity and concessionary transport teams within the Transport Delivery Group.
- 2) Team leader of the contracts and compliance team – overseeing and managing 1 senior contract officer and 2 contract officers who are responsible for:
 - all payments for contracted home to school transport contracts (c£38m pa)
 - running electronic e-auctions for home to school taxi and bus contracts
 - monitoring accuracy of information input into Transport Delivery database
 - accurate and timely payment of 6 half termly travel payments to parents (c£750k to c250 parents)
- 3) Providing statistical data (ad hoc and cyclical):
 - to support the operational and management functions within Transport Delivery
 - for users external to Transport Delivery function (ADs, WCC councillors, DfE)

Role Responsibilities

- 1) Line management responsibility for Contract & Compliance team members (1 senior contract officer, 2 contract officers, 1 transport delivery apprentice). Manage all HR processes associated with these staff including recruitment, sickness absence, holiday allocation, performance appraisal, disciplinary issues and associated escalation where required in line with WCC and department guidelines.
- 2) Direct the Contract & Compliance team members to ensure a balanced approach to completing their workload.
- 3) Work with the Delivery Lead – Compliance & Data to set individual and team goals aligned to the department & organisational objectives.
- 4) Identify and make recommendations for the ongoing training and development of team members.
- 5) Engage and lead the team in continuous improvement activity to promote self-development, motivation and process improvement.
- 6) Deputise for the Delivery Lead – Compliance & Data whenever skills, knowledge and training allow.
- 7) Support operational and strategic data delivery requirements – support Compliance & Data Delivery Lead in producing robust data reporting to reflect the ongoing performance of the transport delivery process.
- 8) Manage the monthly process of transport contract invoice checking, reconciling, authorising and exporting.
- 9) Manage and ensure suitable electronic record filing systems are in place that are compliant with internal audit standards.
- 10) Monitoring responsibility for Travel Allowance, Premier Supplier Service, Contracts & Compliance, Transport Tenders mailboxes – manage workflow and maintain an auditable filing system.
- 11) Contract management responsibility – e-auction process for all home to school, public transport and adult social care bus and taxi contracts. Responsible for Bus & Taxi Dynamic Purchasing System maintenance and Contract Award Notice returns for central procurement function.
- 12) Work with colleagues in Transport Delivery to identify innovative ways to improve the quality of Transport Delivery within the allocated resources.
- 13) Database management – responsibility for cost forecast validity ensuring that errors are identified and fixed. Investigation into reason for error and identifying whether system or human error and then escalating to ensure developer is notified or individual/s is/ are made aware of errors and appropriate rectification action is undertaken.
- 14) Database management – responsibility for implementing and maintaining a data input monitoring function so that data validity within the system is ensured.
- 15) Database management – responsibility for monthly batch export monitoring and resolving batch export failures in a timely manner.
- 16) Undertake investigations into contract & finance related incidents and make recommendations accordingly.
- 17) Advise Operations Supervisors, Contract Monitoring Officers and Risk Assessors on functionality within the Flexiroute database and deliver appropriate training and technical support when necessary.
- 18) Maintain up to date and accurate records to produce reports, statistics and costings as necessary to help manage decision making and assist with budget monitoring requirements.
- 19) Develop the Flexiroute database, in consultation with Transport Delivery colleagues and the external provider, making suggestions and improvements.
- 20) Such other duties as required by the Delivery Leads and Service Manager commensurate with the

duties of the post.

- 21) The post holder may be required to attend, from time to time, training courses, conferences and seminars, or other meetings as required by their own training needs & those of the service.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Level 4 qualification (NVQ Level 4/HNC) or equivalent in appropriate area such as Public Administration, Business Studies or Finance. OR At least 3 years' experience working in a transport administrative/ finance environment	A, D
Able to persuade, influence and with well-developed negotiation skills	A, I
Good communication skills both written and verbal, including difficult conversations	A, I
Able to use own initiative in planning & prioritising own workload	A, I
Good level of computer skills, including Microsoft Office (Word, Excel) and experience of using databases, and running reports for statistical analysis	A, I
Knowledge and experience of local government procurement and tendering processes	A, I
Ability to lead projects, including consulting with users and providers	A, I
Sound organisational skills in managing pressures and priorities, without supervision	A, I
Strong communication and interpersonal skills	A, I
Experience of leading or managing people	A, I

Desirable Criteria

Assessed By:

Knowledge of FlexiRoute database	A, I
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Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	