

# 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:	Team Manager – Public Transport	JEID	T4091
Salary Grade:	Scale L		
Team:	Transport Operations		
Service Area:	Transport Delivery		
Primary Location:	Countywide – Office base in Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Service Manager – Bus Network		
Responsible for:	2 x Senior Public Transport Officers, 2 x Public Transport Officers		

#### Role Purpose

Support the Service Manager – Bus Network in the delivery of a capable, compliant, and efficient Public transport system that meets the needs of Warwickshire residents.

Team Leader of the Public Transport team, overseeing and managing officers who manage public transport for all residents within Warwickshire and beyond. Responsible for the appointment, management and maintenance of contracts with suppliers, and investigates and responds to queries, complaints and concerns with regard to these transport arrangements.

Lead officer for coordinating tasks amongst the team, maintaining the day to day tasks but also advancing any projects that are agreed with the Service Manager.

This post is responsible for ensuring the accuracy of information across the county. Using the entire team to coordinate roadworks, advertising the bus routes across Warwickshire, maintaining the network of bus stops and associated equipment, operation of social media channels in conjunction with the comms and marketing team, and any other duties as required by the Service Manager.

This post is also responsible for ensuring that invoice are issued in a timely manner for any lost mileage, both reported and not reported, and any other charges are issued for bus station use or Planval Searches.

## Role Responsibilities

1. Line-manage Four officers within the team. 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 team to ensure a balanced approach to completing their workload
3. Work with the Service Manager – Bus Network to set individual and team goals aligned to the department and organisational objectives.
4. In partnership with the Team Lead – Operations, take a lead role in the regular review of the public transport network ensuring this meets the needs of students, promotes independence, and is an efficient and cost-effective use of resources.
5. Work closely with Quality Contract Monitoring Officers (QCMOs) in the Commissioning Support Unit to ensure performance of contracts is effectively managed and taken into account when tenders are evaluated
6. Ensure contractor compliance through the monitoring of Lost Mileage returns and recording of any failed trips through complaints or social media channels.
7. Develop the Bus Stop Database within OmniTimes to update our knowledge of the extensive bus stop network and the equipment at each stop.
8. Identify and make recommendations for the ongoing training and development of team members.
9. Engage and lead the team in continuous improvement activity to promote self-development, motivation, and process improvement.
10. Deputise for the Service Manager – Bus Network whenever skills, knowledge and training allow.
11. Work with colleagues in Operations as well as schools, social care and health representatives to identify innovative ways to identify opportunities where Public Transport can benefit residents.
12. Attend multi agency meetings as required, representing the Authority, and ensuring barriers to successful transport provision are broken down
13. Advise the Transport Operations team on factors affecting the procurement of transport which achieve value for money and meet individual learner needs, which are consistent with good procurement and financial practice, as well as within the law
14. Undertake investigations into transport related incidents & make recommendations accordingly
15. Ensure timetable information is kept up to date on WCC website, ensure regular updates with the comms & Marketing team on the social media channels.
16. Ensure roadside publicity is kept up to date and accurate
17. Promote the duty of care around passenger transport provision
18. Maintain up to date and accurate records and produce reports, statistics and costings as necessary to manage decision making and assist with budget monitoring requirements
19. Develop the OmniTimes database to improve the way the team works, making suggestions and improvements.
20. Work closely with Service Managers to ensure the use of the WCC in-house fleet is maximized when carrying out network reviews
21. Such other duties as required by the Delivery Lead and Service Manager commensurate with the duties of the post.
22. Special Factors
  - i. The nature of the work may involve the jobholder carrying out work outside of normal working hours.
  - ii. The nature of the work may involve the jobholder carrying out work at

- different locations than their designated base.
- iii. The post holder may be required to attend, from time to time, training courses, conferences, seminars, or other meetings as required by their own training needs & those of the service.
- iv. Expenses will be paid in accordance with the Local Conditions of 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 Level 3 qualification with minimum 3 years' experience working in a transport administrative environment	A, D
Knowledge of transport operational issues and understanding of the duties upon local authorities with regard to Home to School Transport, Special Educational Needs and Disabilities (SEND), Adult Social Care and Public Transport Provision	A, I
Proven skills in effective involvement and partnership work in a multi-agency capacity	A, I
Able to persuade, influence and with well-developed negotiation skills	A, I
Commitment to achieving the best outcomes for Warwickshire residents with enthusiasm to continuously improve the service that is provided	A, I
Able to cope and function effectively when working in a pressured environment	A, I
Good communication skills both written and verbal, including difficult conversations	A, I
Able to use own initiative in planning & prioritising own workload and the workload of others	A, I
Experienced at carrying out investigations, and writing clear, concise reports	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
Able and willing to travel effectively across the County. Disabled applicants should be able to perform the job with reasonable adjustments, where necessary	A, I

### Desirable Criteria

Assessed By:

Two years' experience of leading or managing people	A, I
Experience of working in a public transport	A, I

## 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 checked="" 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 checked="" 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 checked="" type="checkbox"/> Working on/ or near a road	<input checked="" type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" 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 checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	