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:	Operations Supervisor	JEID	M0022
Salary Grade:	Scale I		
Team:	Transport Delivery		
Service Area:	Transport and Highways		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Lead - Operations		
Responsible for:	N/A		

Role Purpose

To plan, procure, manage and maintain safe, effective, efficient, cost effective and legally compliant home to school / college and social care passenger transport services. Including for service users with Special Educational Needs and Disabilities, medical or adult social care needs.

To investigate and respond to queries, complaints and concerns with regard to these transport arrangements in a way that is consistent with the council's plans, policy and strategies to achieve value for money and maintain consistency with good practice.

Contract Management is a key focus in this role, working with a number of contractors.

Role Responsibilities

1. Contract Manager for over 150 individual transport contracts in buses, coaches, taxis and private hire vehicles. Including the following responsibilities -

a) Organise, administer, manage and maintain various transport contracts with external suppliers for Warwickshire children, young people and vulnerable adults to travel between home and school, respite or daycare establishments.

b) Run tender processes and appoint suppliers to contracts in consultation with the Specialist Transport Risk Assessors, Delivery Lead - Transport Manager and the Delivery Lead - Network Manager.

c) Negotiate variations in requirements and prices of contracts as required to ensure efficient use of suppliers at the most cost-effective prices.

2. Seek innovative risk management solutions in order to move entitled transport passengers safely and cost effectively, working with colleagues in schools, SEND Assessment and Review and Adult Social Care

3. Assist with reviewing of the transport network on a cyclical basis.

4. Work with schools (particularly special schools), social care and health representatives to identify ways to improve quality of transport assistance within allocated resources

5. Undertake investigations into transport related incidents, working alongside Transport Risk Assessors, and the Quality Assurance Officers to draw appropriate conclusions and enact and enforce oucomes including improvement plans

6. Participate in the Council's school transport entitlement appeals process as a panel member and in an advisory capacity, drawing on your knowledge of policy and WCC processes at both Stage 1 and Stage 2 (panel hearings)

7. Maintain up to date and accurate records and prepare reports for senior officers as requested

8. Provide support to Transport Operations staff at remote locations as required.

9. Represent Transport Operations at multi-agency meetings as required regarding the transportation of eligible passengers

10. To carry out other such duties as may be required by the Delivery Lead, Team Lead or Service Manager

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:
1. Knowledge of transport operational issues and understanding of the additional duties upon local authorities with regard to Special Educational Needs and Disabilities (SEND), Adult Social Care and Equality and Diversity	A, I
2. At least 4 GCSEs at Grade C or above (or equivalent) to include English and Maths	A, D

3. At least two years experience of working in an administrative office environment	A, I
4. Experience of setting up and managing contracts with suppliers, including associated contract monitoring, and performance management processes. 5. Able to use own initiative in planning & prioritising own workload and time management skills when managing competing pressures and priorities. 6. Proven skills in effective involvement and partnership work	A, I A. I A, I
7. Ability to work both independently and as part of a team, knowing when to seek further advice	A, I
8. Strong and effective oral and written communication skills with the ability to communicate complicated or sensitive information with varied audiences.	A, I
9. Experience of holding difficult conversations	A, I
10. The ability to independently interpret and analyse varied information or situations to produce innovative solutions	A, I
11. Able to persuade, influence and negotiate	A, I
12. Respect and maintain confidentiality of information	A, I
13. Good geographical knowledge of Warwickshire	A, I
14. Excellent computer skills with experience of using databases and working knowledge of Word and Excel	A, I

Desirable Criteria

	Assessed By:
1. 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
2. Basic knowledge of passenger transport issues	A, I
3. Experience of working in a transport related role	A, I
4. Appropriate qualification such as BTEC, HNC or HND in Public Administration /Business Studies / Finance	A, D
5. Ability to work outside normal office hours	A, I
6. A commitment to customer care and continuous improvement in service quality	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.	
☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☒ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☒ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	