

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> SEN Transport Contract Manager	<b>Grade:</b> PO6
<b>Section:</b> School Support and Traded Services	<b>Directorate:</b> Children's Services
<b>Responsible to following manager:</b> Head of School Support and Traded Services	<b>Responsible for following staff:</b> Senior Transport Officer Transport Monitoring Officer
<b>Post Number</b> E5206	<b>Last review date:</b> April 2019

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

The transport service is provided for Wandsworth children with special needs. The post holder has the specific responsibility for the management of transport assistance including personal budgets and the delivery of the bus & taxi services by interfacing with the contractors, clients, stakeholders and other Council departments.

The service is a statutory requirement that is demand led resulting in financial pressures on the home to school transport budget. The post holder will need to be able to contribute to the successful financial management of services.

The post holder will need to be sensitive and have a firm understanding of pupil's specific needs and the impact that transport can have on their education and well-being.

### **Dimensions**

1. To manage the transport service of the day to day operation of special needs contracts, providing transport for approximately 500+ pupils' travelling by both bus and taxi and to provide all the support administrative functions to the department maintaining the highest level of standards at all times.
2. To manage the delegated budget for both the bus and taxi services totaling approximately £3.5 m, from the budget holder, forecasting spend and reporting expenditure.
3. To identify the most appropriate and cost effective method of transport is sourced for pupils with special educational needs and regularly review costs to ensure that they provide best value for money.
4. To manage the transport, providing training and ongoing supervision, ensuring that tasks are completed and systems and procedures are followed and to carry out monthly review meetings.
5. To ensure effective office management by being the main point of contact for internal and external stakeholders, providing information on relevant transport matters whilst working in close partnership and developing professional relationships with, schools, stakeholders, parents, social workers, other departments and local authorities.
6. Take all opportunities to streamline the transport services by increasing both the cost effectiveness and efficiency of the bus & taxi services.
7. To prioritise the safeguarding of children at all times by ensuring that all the necessary procedures are in place before the commencement of transport, whilst reporting and processing any safeguarding issues in accordance with council policies.

### **Specific Duties and Responsibilities**

1. To arrange the transport assistance through personal budgets and/or the supply of taxi & bus transport from the approved taxi & bus contractors lists for special needs children, ensuring at all times best value for money.
2. To ensure all individual pupil information is collated and decide on the best method of transport, taking into account the pupil's requirements, location in the borough and needs, ensuring they are transported to school in a stress free environment ready for the school day ahead.
3. To ensure that all the relevant detailed documentation appertaining to the transport of pupils is provided to the contractor, parents and schools.

4. Develop, implement and maintain administrative systems that deliver outcomes of best value and the efficient function of the SEN transport section.
5. Liaise with all client groups to ensure the transport services provided meet their needs.
6. To manage the Wandsworth central database of drivers and escorts employed by the contractors ensuring that the relevant checks are undertaken with both the Disclosure and Barring Service (DBS) also with the Independent Safeguarding Authority (ISA) and driver's Public Carriage Office License (PCO) requirements with Transport for London (TFL).
7. To manage the safeguarding system put in place for both for bus and taxi contractor's staff, ensuring child protection and safeguarding guidance forms are signed and adhered to, booking taxi staff onto the council's on-line safeguarding course and monitoring this to ensure that they are completing the course within the specified time scales.
8. To monitor transport assistance, the bus & taxi budgets, forecasting the monthly & yearly expenditure and provide budgetary information to senior management and budget holders on a monthly basis and be responsible for the production of the monthly performance measures in relation to both the bus & taxi service.
9. Manage, monitor and respond effectively to incidents and complaints, ensuring that these are investigated fully and appropriate action taken. Where appropriate attending strategy meetings and team around the child (TAC) meetings with other departments.
10. To manage and monitor the contractors ensuring that they adhere to the terms and conditions as laid out in the bus & taxi contract and follow the agreed specifications.
11. To respond to requests for statistical data and external queries including FOI requests in a timely manner.
12. To be responsible for the checking and/or authorising the payment of invoices, resolving financial queries and ensuring prompt payment using the council creditor system, ensuring compliance with the councils deadlines.
13. To balance monthly expenditure using the councils accounting system identifying any variances and taking corrective action promptly.
14. To ensure sensitive information, electronic and manual, is kept confidential and inform contractors of their duties under the Data Protection Act.
15. To carry out regular monitoring checks of the service providers in conjunction with the Council's transport support team

16. To undertake any other reasonable task as directed by the Head of School Support and Traded Services

**General Duties**

1. To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council.
2. To be fully aware of the principles of safeguarding as they apply to vulnerable persons in relation to the work role.
3. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
4. Responsible for adherence to the Council's Equal Opportunities, Racial Harassment & Bullying Policies, in respect of both the staff and delivery of services to the public.
5. Responsible for the evaluation, implementation and compliance with Health and Safety legislation, to ensure safe working practices of all staff, public and contractors in his/her working environment, in accordance with the Council and departmental safety arrangements, policies and codes.
6. To comply with all the council's Codes of Practice, including the Code of Conduct, and policies and procedures concerning data protection.
7. To carry out annual reviews for all staff under his/her management and ensure periodic progress checks are undertaken throughout the year
8. Generally promote the services of the department by assisting the public in person or by telephone in a helpful and courteous manner.

**Generic Duties and Responsibilities**

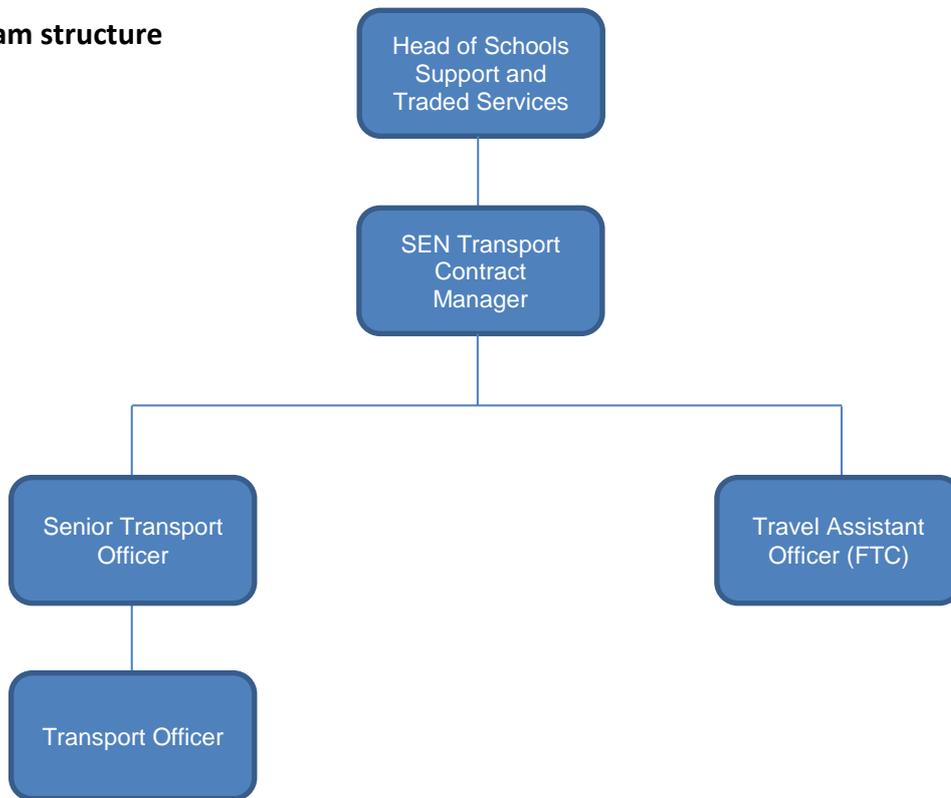
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain

a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

**Team structure**



## Person Specification

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge Skills and Aptitudes</b>	
1. Ability to act in a Senior Managerial role.	A / I
2. Up to date knowledge of, and interest in current developments in transport legislation, policy, provision and management in relation to SEN Transport.	A / I
3. Knowledge & understanding of management techniques and budgetary control & be able to produce timely & accurate	A

<p>statistical information whilst keeping accurate &amp; detailed records &amp; filing systems.</p>	
4. Understanding of local government budgets & financial procedures.	A / I
5. Knowledge, understanding & commitment to equality of opportunity in employment and delivery of services.	A
6. Knowledge, understanding of the effective approaches to transport assistance, planning, delivery & the client / customer roles in local government.	A
7. Knowledge & understanding of the techniques for the highest level of customer service standards.	A
8. Understanding of parents, learners & clients statutory entitlements as customers of the Education & Children's Services Department	A
9. Ability to write clearly & concisely, work effectively, prioritising workloads to meet tight deadlines & to be able speak clearly & succinctly to a variety of audiences.	A
10. Understanding of Best Value principles & applying them to the service	A
11. Ability in the use of IT systems including Word, Excel, Access, PowerPoint.	A
12. Ability to investigate record accurately & resolve complaints/incidents effectively.	A
13. Ability to achieve customer satisfaction whilst ensuring the most suitable form of transport for pupils with special needs.	A
14. Ability to negotiate with contractors in order to ensure best value for money.	A / I
15. Ability to ascertain the most effective solutions for transport assistance.	A
<b>Experience</b>	
1. Significant management experience in an SEN transport environment, including staff, budget and contract management whilst achieving quality services.	A
<b>Personal Qualities</b>	

1. Ability to establish & maintain harmonious relationships.	A
2. Ability to motivate staff and generate team spirit.	A
3. Adaptability, initiative & the capacity to work effectively in a demanding & busy environment.	A
4. Ability to communicate effectively & appropriately with contractors, stakeholders, parents & careers.	A
5. A concern for quality & excellence.	A
<b>Qualifications</b>	
<b>Education, Training &amp; Qualifications</b>	
Minimum Qualifications	
Degree Level or equivalent	A
<b>Desirable</b>	
NVQ Level 3 in Business & Administration (or equivalent)	
IT qualification such as ECDL (or equivalent)	
ILM Level 3 (or equivalent)	

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**