

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Commercial Transport Coordinator	Grade: P01
Section: Childrens Finance	Directorate: Children's Services
Responsible to following manager: SEN Travel Assistance Deputy Manager	Responsible for following staff: Transport Monitoring and Admin Officer
Post Number/s: E5229	Last review date: June 2021

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:

This post is directly responsible for the management, delivery and continuous improvement of the SEN Travel Assistance arrangements, including buses and taxis.

The postholder will have strong skills in excel and experience in data analysis in order to ensure that databases are maintained, and data can be manipulated. -the Senior Management Team.

The postholder will have understand the pupil's specific needs and the impact that Travel Assistance can have on their education.

The postholder will work closely with those with travel responsibilities in schools, the Special Needs Assessment Service (SNAS), and other Council services, as relevant.

Specific Duties and Responsibilities:

Finance

1. Maintaining complex data and monitoring the transport model.
2. Translating data to inform strategic transport decisions.
3. Analysing transport data and providing budgetary/statistical information to senior management.
4. Responding to requests for statistical data and external queries including FOI requests in a timely manner.
5. Create best-practice reports based on data mining, analysis and visualisation.
6. Responding/Coordinating to all requests for costings on transport.
7. Managing and authorising the processing of payments for all contractor invoices and ensuring that all financial queries are resolved in a timely manner.
8. Setting up new PO numbers for contractors.
9. Ensuring the prompt payment using the council creditor system, to ensure compliance with the councils' deadlines.
10. Balancing monthly expenditure using the councils accounting system, identifying any variances and applying corrective action promptly.

Transport Arrangements

11. To assist the Travel Assistance Deputy Manager in the management/coordination of the transport service by managing the daily operation of the taxi/bus contractors.
12. Providing a comprehensive administrative function to the department and maintaining the highest level of standards at all times.
13. Overseeing the supply of taxi transport from the nominated taxi contractors for SEN children ensuring best value prices.
14. Arranging the supply of bus transport from the nominated contractor for SEN children.
15. Collating individual pupil information and determining the most suitable method of transport depending on the pupil's requirements, location and needs.
16. Preparing detailed documentation to provide to the contractors, parents and schools.
17. Managing the Wandsworth Central database of drivers, and passenger assistants employed by the contractors. Check disclosures and barring service (DBS) information with the Independent Safeguarding Authority (ISA) and

driver's Public Carriage Office Licences (PCO) requirements with Transport for London (TFL).

18. Managing the safeguarding system put in place for taxi contractor's staff, ensuring child protection and safeguarding guidance forms are signed and adhered to.
19. Booking taxi/bus staff onto the Council's on-line courses.
20. Monitoring the taxi staff booked onto the Council's on-line courses to ensure they are completing them within the specified time scales.
21. Manage and monitor contractors, ensuring they adhere to the terms and conditions, as provided in the contractor and follow agreed specifications.
22. Managing, monitoring and responding effectively to incidents and complaints, ensuring they are all fully investigated, and the appropriate action taken.
23. Attending strategy meetings/Team Around the Child, (TAC), meetings with other departments.
24. Developing, implementing and maintaining administrative systems that deliver outcomes of best value and the efficient function of the SEN Travel Assistance Team.
25. Overseeing Traffic Management schemes, ensuring contractors are made aware and able to carry out their transport duties.
26. Ensuring sensitive information, electronic and manual, is kept confidential.
27. Informing contractors of their duties under the GDPR.

Line Management

28. Managing the Transport Monitoring and Admin Officer.
29. Providing training, sharing training opportunities within the council and ongoing supervision.
30. Ensuring tasks are completed to schedule.
31. Ensuring that systems and procedures in place are followed.
32. Carrying out regular review meetings.

SEN Travel Assistance Meetings

33. Working with the Travel Assistance Coordinator to design/prepare the agenda and sending out relevant documentation.
34. Requesting/liasing with the relevant documentation from other departments.
35. Coordinating/obtaining the transport availability/costings.
36. Accurately, minuting the meetings, as required.
37. Sending out minutes and supporting documentation in a timely manner.

Ensure compliance with the Council's governance arrangements and policy on procurement and ensure that the council complies with statutory guidance as these relate to transport commissioning and funding.

Contribute as an effective and collaborative member of the SEN Travel Assistance Team

- Participate in training to demonstrate competence.
- Participating in the development, implementation and monitoring of service plans.
- Supporting Customised Focus, Best Value and the electronic management of processes.

Generic Duties and Responsibilities:

- 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 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 adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review as a result of the postholder should expect to carry out any other reasonable overall function, commensurate with the level of the post.

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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 and I/T/C/D/E (see below for explanation)
Skills	
Excellent numerical and analytical skills.	A/I
Ability to keep accurate and detailed records and filing systems.	A/I
Strong IT skills and use of IT systems including Word, Access, PowerPoint, and advanced skills in Excel.	A/T
Highly organised and able to work effectively, prioritising workloads and meeting tight deadlines.	A/I
Ability to work under pressure, remaining calm in difficult, stressful situations and good time management skills.	A/I

Strong verbal and written communication skills.	A/I
Ability to investigate, record accurately and resolve complaints/incidents effectively.	A/I
Strong skills in negotiation with contractors to ensure best value for money.	A/I
High attention to detail.	A/I
Experience	
Experience in acting in a supervisory role.	A/I
Experience in interpreting data, analysing results, using statistical techniques and provide ongoing reports.	A/I
Achieve customer satisfaction whilst ensuring the most suitable form of transport for pupils with special needs.	A
Ability to ascertain the most effective routes at the most cost-effective price.	A/I
Ability to ensure that pupils are able to travel stress free and for most destinations meet council guidelines for length of journey time.	A
Demonstrate a commitment to continuously improve own knowledge, skills and performance.	A/I
Knowledge	
Good understanding of data modelling.	A/I
Good geographical knowledge of the Borough of Wandsworth and Greater London.	A/I
Qualifications	
5 GCSE's A-C including Math and English (or equivalent)	A/C
Business and Administration (or equivalent)	A/C

A – Application form / CV

I – Interview

T - Test

C – Certificate