

Senior Transport Officer – Grade 11

Job purpose

This post works within the Passenger Transport Team which is part of the Council's Passenger Travel Service, which also includes the Travel Assessment Unit (TAU) which assesses pupils and the families' needs, determines eligibility, and provides suitable and safe travel solutions for eligible pupils with special educational needs and disabilities such as independent Travel Training, mileage reimbursement, and other suitable personalised arrangements. The Passenger Transport Team is responsible for arranging escorted transport for approximately 750 pupils to schools within Kirklees and beyond, utilising vehicles and drivers contracted through commercial taxi/minibus operators, and internal fleet options. The service also arranges transport for other services including adult day care, after school clubs, Post 16 college transport and for short breaks/respite.

This role is based within Public Protection which is part of Environment & Climate Change. Find out more about [working for Kirklees](#).

Key areas of responsibility

You will work closely with and support the Passenger Transport Team Manager ensuring that a high quality, child focused and value for money service is delivered to those families who need it most.

You will be responsible for assisting the Passenger Transport Team Manager with the day to day delivery of the work undertaken by the Passenger Transport Team. Ensuring the Team works closely with the TAU, families, and partners to put in place safe, suitable, and effective transport arrangements, to improve outcomes for children with special educational needs and disabilities, and their families. Also to develop effective relationships with customers, clients, schools, operators and the wider team to ensure that the service is delivered in line with agreed contracts and policies and procedures.

You will work alongside colleagues in the Travel Assessment Unit to ensure that a high quality, customer focussed and value for money service is delivered. You will help to identify and deliver service improvements and work effectively with suppliers and stakeholders to ensure that customer needs are met and risk is minimised.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young.

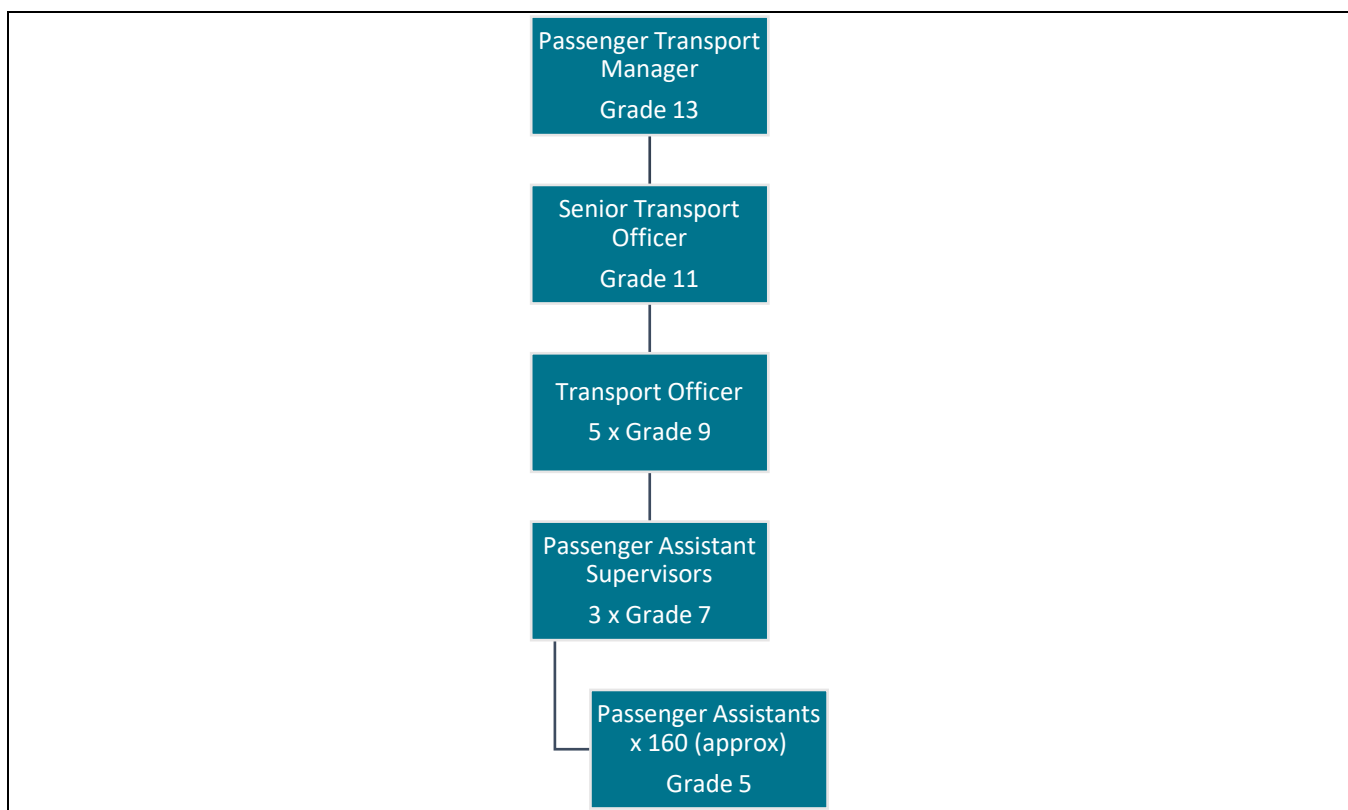
Your key areas of responsibility will include:

- Ensuring the Council fulfils its statutory duty to provide safe and effective home to school transport services for eligible children and young people.
- Assisting the Passenger Transport Team Manager to develop and deliver a cost-effective transport service that responds to the changing needs of service users, their families and other agencies including schools.
- Working alongside the Travel Assessment Unit Manager and the Travel Assessment Unit ensuring good working practices and sharing of information.
- To assist the Passenger Transport Team Manager with contract management and contract delivery requirements in accordance with the Passenger Transport contract and Dynamic Purchasing System. Through regular monitoring of service standards and implementation of corrective action if standards fall below acceptable levels, ensure service performance is maintained and improved, and contractual requirements are met.
- To assist the Passenger Transport Team Manager in overseeing the routing and reviewing of vehicles, procurement and tendering within the team, and the approval of contractors to ensure current and future service requirements are met.
- To assist the Passenger Transport Team manager in the investigation of safeguarding/child protection and health and safety concerns, working in cooperation with colleagues in Childrens Services, Local Authority Designated Officer (LADO), Kirklees Licencing, and external organisations including the Police and the regional Traffic Commissioner.
- To ensure health and safety policies, procedures and systems are reviewed, updated and communicated, and to ensure health and safety audits including route spot checks, and operator checks are undertaken on a regular basis.
- Through liaising with external transport bodies such as DVSA, ensure relevant changes in transport regulations are effectively communicated to team members, and implement changes as appropriate to procedures.
- To ensure excellent operational communication within the team, and with partners including contractors, schools and other Council services.
- Ensuring the Passenger Transport Team have access to suitable systems and resources to enable them to undertake their duties, which includes office and home based staff, and remote workers.
- To assist the Passenger Transport Team Manager in recruitment and selection of office based staff, and the recruitment of Passenger Assistants.
- To ensure the team are supported to deal effectively with the emotional pressure of working in a demanding and complex service area with constant changes in priorities.
- Deputising for the Passenger Transport Team Manager where required locally and regionally, liaising with key partners, senior management and other public service providers.
- Responsible for decision making regarding the safest and most suitable vehicular transport option, in line with national legislation, and local policies and procedures, taking into account the needs of the child.
- Responsible for day to day management of the Transport Team, including managing and guiding team members, managing budgets and resources to meet performance and financial targets.
- Decision making where difficult situations have emerged and have been elevated by the team. Especially where safeguarding, health and safety, or financial implications have been identified.

- Appropriate support and guidance is provided to staff within the Transport Team, and the Travel Assessment Unit as required, to enable them to resolve operational problems.
- Responding to enquiries, requests and complaints and supporting officers to provide responses at an appropriate level.
- Ensure the team receive relevant training and development.
- To advise and inform senior managers and elected members when appropriate in the absence of Passenger Transport Team Manager.
- To assist and support the Passenger Transport Team Manager for the budget up to £5m, including overseeing the processing of 300+ purchase orders per annum, and in-year amendments to reflect service requirements.
- To ensure the team has sufficient and suitable equipment available to enable them to undertake their duties, including computerised equipment for office/home based staff, electronic tablets for Passenger Assistants (remote workers) and also wheelchair/passenger restraints and other equipment required for the safe transportation of children and young people.
- Responsible for ensuring GDPR requirements are in place across the service and reviewed as necessary.
- To advise on and recommend appropriate, cost effective transport solutions, giving consideration to efficient use of resources and quality assurance.
- Working in a high pressured environment, particularly in preparation for and at start of a school year, ensuring the most appropriate transport arrangements are put in place for children and young people.
- Ensuring the team receive relevant training and development, and assist colleagues in the TAU to ensure training delivered to drivers, operators and passenger assistants is suitable and evolves to ensure health and safety, safeguarding, and service requirements are met.
- Supporting the Passenger Transport Team Manager to evaluate and review individual transport solutions.
- Supporting the team in working with parents/support groups of children with SEND, Children Services and other Health and Social Care professionals, regarding service provision.
- Dealing with and resolving complex cases that have been elevated by the team including decision making.
- Based in an office environment but required to attend meetings with staff including passenger assistants, operators/drivers, schools, and with other Council Services or external agencies within Kirklees and sometimes beyond.
- Work in a Mobile and Agile environment between home/office and other locations as required.
- Dealing with, and supporting staff to deal with often difficult and challenging situations relating to children and their families, including safeguarding/child protection incidents.
- Working in co-operation with external bodies including the Police and regional Traffic Commissioner when safeguarding and health and safety incidents arise.
- Occasional visits to schools, meeting with other council services, meeting with parent led support groups.
- Whilst the role is office based the post holder will represent the team and occasionally the service at meetings with transport providers, other council services and external agencies.

- The post holder will ensure the continuing development and delivery of safe, effective and efficient transport services for vulnerable children and young people
- Due to the sensitive and sometimes complex nature of needs for some service users, the post holder may be exposed to, and support staff who are exposed to, emotionally challenging circumstances and sometimes verbal aggression, either via telephone or in person and the post holder needs to be skilled in de-escalating volatile situations and recognising when to escalate this to the Manager when required.
- The post holder will have excellent communication skills, and have the ability to adapt the approach to support children, families, colleagues, and multiagency professionals to facilitate planning and focus on outcomes, whilst remaining transparent in adhering to legislative, financial and commissioning requirements.
- Undertaking 1:2:1's, appraisals and team meetings and feeding any outcomes to the Team Manager.
- In accordance with the Council's attendance management policy, effectively manage, and support staff to manage, the sickness absence levels within the service.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Significant experience of multi agency working, bringing organisations together with the child and their families at the heart of decision making, managing within conflicting priorities	Essential
Knowledge and understanding of relevant legislation, statutory guidance, policies and operational issues related to the delivery of home to school transport, including emerging best practice.	Essential
Knowledge and experience of special educational needs and disabilities (SEND) and medical conditions, including hidden disabilities, and how individuals and their families may be effected in their day to day living.	Essential
Knowledge and experience of working in accordance with financial policies and procedures.	Essential
Experience of supervising staff, undertaking appraisals and 1:2:1's and ensuring wellbeing	Essential
Competent in the use of IT and digital technology with an awareness of social media	Essential
Experience of providing sucessful services focused on customer need whilst managing customer expectation.	Essential
Knowledge of safeguarding principles and the importance of a robust safeguarding approach.	Essential
Excellent communication skills including verbal and written	Essential
Proven ability in problem solving and finding creative soltutions	Essential
Experience of dealing with conflict and challenging situations.	Essential
Experience of working within the transport sector, transporting people to destinations.	Essential
Experience of working directly with people with SEND or within a team which provides services for people with SEND	Essential
Knowledge and experience of the procurement of goods/services, and tendering	Essential
Sound knowledge of the geographical areas of Kirklees and surrounding boroughs	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Travel to various locations in order to carry out the duties of the job. Possession of a full and valid driving licence and a car available for work or able to travel independently (exceptions can be made for disabled applicants).	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Environmental Services	Grading ID	9760
Job ID	80101122	Last Updated	09.12.2020
Job Focus	n/a	Career Progression	n/a

Contractual Variants

DBS Category	Adult & Children	DBS Type	Enhanced & Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No