

Passenger Transport Team Manager – Grade 13

Job purpose

You will work closely with the Travel Assessment Unit/Team Manager and will support the Passenger Travel Manager, developing effective relationships, ensuring that a high quality, child-focussed and value for money service is delivered to those who need it most.

You will manage the School Transport Team, and provide clear leadership, direction, and management support for your team members. You will be responsible for ensuring that the team works within legal and policy guidelines to provide safe, efficient, and effective transport solutions, seeking to improve outcomes for our most vulnerable children and young people, who have special educational needs, disabilities, and complex medical conditions. You will engage with customers, local businesses, colleagues, schools, elected councillors and partner agencies, both internal and external to the Council. You will arrange the most appropriate form of transport for an eligible child or young person.

You will assist the Passenger Travel Manager in the development of appropriate policies and procedures for the team to work within and uphold, working closely with the Passenger Travel Manager to ensure legal compliance as well as high quality and valued services are provided.

You will advise on and oversee the procurement, management, and delivery of transport provision on behalf of other Council services including for people with learning difficulties and disabilities accessing adult day care services, Post 16 college provision, after school and holiday clubs, respite, and short breaks, and also transport for children and young people in the care of the local authority to and from school.

You will oversee the delivery of tendered bus services and bus passes commissioned through West Yorkshire Combined Authority, for eligible pupils attending mainstream schools.

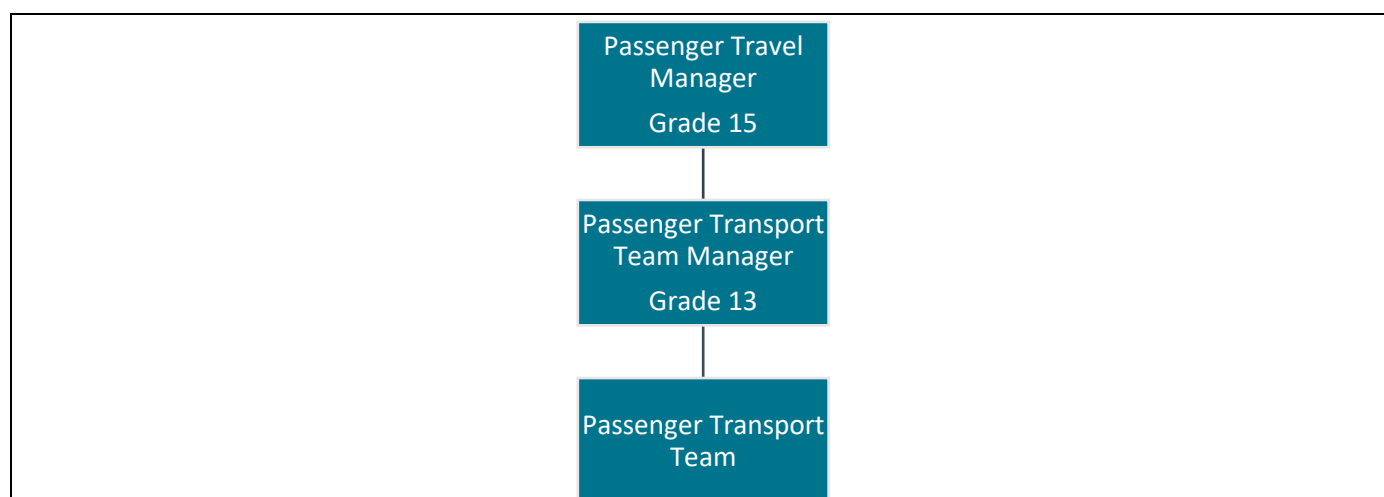
This role is based within [Environment and Climate Change](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Ensuring the Council fulfils its statutory duty to provide safe and effective home to school transport services for eligible children and young people.
- Leading and inspiring the School Transport Team, to deliver high quality services to those who need them most.
- Developing and delivering a cost-effective school transport service that responds to the changing needs of service users, their families and other partner agencies including schools.
- Engaging, liaising, working together with and supporting the Travel & Transport management team to develop a holistic service to meet customer's needs, to minimise risks and to be delivered in line with agreed policies and contracts.

- Arranging the most appropriate form of transport for an eligible child or young person, combining knowledge of transport provision and logistics and being mindful of the needs of the child / young person and their family.
- Ensure that processes and decision making is transparent and accountable, particularly in key areas such as decisions which impact families, tendering and contract award.
- Provide leadership, direction, and support to the School Transport Team, when investigating serious/complex incidents and concerns, including those relating to safeguarding and health and safety, whilst ensuring service delivery continues.
- Ensure the team are supported to effectively deal with the emotional pressures of working within a demanding and complex service area with constant changes in priorities and ensuring emotional wellbeing support is embedded at all levels of the service.
- Ensuring that the provision of school transport routes and services, and those arranged on behalf of other Council services, is provided within financial regulations, contract compliance standard and meets agreed quality standards.
- Ensuring robust health and safety procedures are in place and areas of risk are identified and mitigation measures are implemented.
- Establish and maintain close working links with other Council services to optimise opportunities for joint working including the linking of transport routes and joint travel where appropriate, to reduce overall cost to the Council.
- Keeping abreast and informed on transport service developments, legislation, and national best practice, sharing this with the Passenger Travel Manager and using your knowledge to creatively develop and manage school transport services.
- Supporting the Passenger Travel Manager and deputising where required locally and regionally, liaising with key partners, parent-led support groups, senior management, and other public service providers.
- Attending hearings, appeals, board meetings and partnership group meetings to present information and receive feedback on operational or strategic issues, tailoring the content and delivery to meet the needs of the audience present.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of working in a Passenger Transport environment.	Essential
Thorough knowledge and understanding relevant legislation, policies and operational issues related to complex transport services, including emerging best practice.	Essential
Significant experience of tendering and the management of transport contracts, including experience of delivering transport services whilst undertaking procurement processes.	Essential
Experience of managing large budgets, making decisions on budget spend, managing budget profiles and reporting on financial performance.	Essential
Experience of managing and leading a diverse team, including office-based, peripatetic, and remote workers, embedding performance management standards, and delivering good quality services.	Essential
Excellent communication skills including verbal skills and written skills.	Essential
Experience of successfully providing services focussed on customer need, whilst effectively managing customer expectations.	Essential
Ability to lead and deliver change effectively.	Essential
Competent in the use of IT and digital technology with an awareness of social media.	Essential
Knowledge of safeguarding principles and the importance of a robust safeguarding approach in a school transport environment.	Essential
Proven ability in problem-solving, finding solutions and working with others to manage and develop services.	Essential
Ability to demonstrate relevant knowledge, experience, and skills.	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

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 Council Employee

within the organisation. This role is at level 3. Find out more about [Council Behaviours and Expectations](#).

General information

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

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	Children Services	Grading ID	66570
Job ID	80100847	Last Updated	February 2023
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	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
Checked by HR	M Lunn		