| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | HC6 |
| Location: | Plough Lan |
| Responsible to: | SEN Transport Coordinator |

# Job Description

# Job Role: Transport Supervisor

**Service: Passenger Transport**

## Main purpose of the role

## To support the provision of transport for passengers traveling on educational and social care, transport through pro-active, and effective supervision of external transport staff, and by supporting the administrative functions of the team as necessary.

## The jobholder will be expected to complete the responsibilities/accountabilities effectively in order to deliver the key objectives of the organisation:

## • To effectively supervise SEN drivers and passenger assistants. Ensuring consistent and appropriate support including assisting the team manager with staff development and training

## • To carry out regular formal, and informal performance evaluations of external transport staff. Ensuring services are provided that comply with council policies, national guidance, and legislation

## • To act as the link between the work of the SEN transport office and that of the external transport staff. Representing the service at school and adult day care establishments

## • To supervise and assist pupils with special educational and medical needs on Home to School transport

## • To assist the team manager with the effective administration of SEN transport

## • To ensure an appropriate response to urgent operational issues as necessary

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To supervise the day-to-day work of SEN transport staff | * Daily |
| * To manage the effective planning and provision of contracted SEN transport services, in accordance with contractual and statutory requirements, and liaise with operators over operational elements of service provision | * Daily |
| * Coordinating out of hours responses to operational and emergency transport issues (additional allowance payable) | * As required |
| * To arrange suitable driver and passenger assistant cover for periods of staff absence | * As required |
| * To carry out the duties of Passenger Assistant to cover periods of staff sickness and absence | * As required |
| * To carry out monitoring of the performance of external transport staff through a planned regime of regular checks on SEN transport services | * Weekly |
| * To assist the Transport Coordinator with staff development and training | * As required |
| * To assist with the contract monitoring and compliance checking as required | * As required |
| * To deputise for the Transport Co-ordinator when needed | * Daily |
| * To assist in all passenger transport issues and provide creative thinking to develop solutions to identified issues. | * Daily |
| * To support the work of the service by carrying out effective office administration, including but not limited to, invoice and payment, data processing, and application processing | * Daily |
| * To deal with correspondence, formulate reports and maintain records. | * Daily |
| * To effectively action, and investigate, customer complaints and service issues in accordance with the passenger transport complaint handling process | * As required |
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**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Good educational background. | Essential | A, I |
| * Category B (car) Driving Licence | Essential | A, I |
| * Ability and willingness to work flexibly and without supervision, including providing out of hours cover by telephone. | Essential | A, I |
| * Willingness to undertake further training as appropriate. | Essential | A, I |
| **Experience & Knowledge** | | |
| * Experience in an administrative or operational transport post or similar, within an LEA, Local Government or commercial setting. | Essential | A, I |
| * Experience of supervising others, including performance evaluation and staff development. | Essential | A, I |
| * Experience of dealing with customers, and internal/external stakeholders including resolving operational issues and customer complaints. | Essential | A, I |
| * Experience of working with children or adults with special educational needs preferable. | Essential | A, I |
| **Skills and Abilities** | | |
| * Be computer literate particularly Excel and Word | Essential | A, I |
| * Good communication skills, both verbal & written | Essential | A, I |
| * An ability to supervise others | Essential | A, I |
| * Able to work independently and as part of a team. | Essential | A, I |
| * To be able to cope with a busy workload and prioritise accordingly. | Essential | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

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