TEAM BARNET

BARNET LONDON BOROUGH

Caring for people, our places and the planet

Role Profile

Job Title:	**Head of Service Fleet, Transport & Logistics**
Location:	**Oakleigh Depot**
Department:	**Fleet and Transport**
Directorate:	**Environment**
Grade:	**7**
Type of Working:	*On site working*
Reports to:	**Assistant Director - Streetscene**

1. Job Purpose:

The Head of Service is responsible for the delivery of the Councils Fleet Service and passenger Transport Service. The role also is responsible for the effective and efficient procurement of the council's fleet.

The role provides effective leadership to over 250 staff to ensure quality, on budget deliver of the service business plan.

Strategic

The Head of Service is a member of the Street Scene Leadership team. The role acts as the link between operational delivery, high performance and strategic goals. The post holder is required to work collaboratively to develop practical responses to key challenges facing the authority, promoting innovation and creativity in service provision.

To contribute to the development and implementation of Service and Corporate Policy and the delivery of Corporate Plan priorities.

Operational

The role will provide leadership and management of the Council's in-house transport services for Special Education Needs, Adult Social Care & Health clients, Highways Winter Maintenance and Highways Direct Labour Organisation (DLO) and Fleet Management, together with P&L and operational service delivery accountabilities for these activities.

To deliver solutions through the management of others and providing professional expertise, whilst maintaining compliance with the Council's Operators' Licence, appropriate legislation, Council's policies and performance standards. Be responsible for business improvement by optimising resources, budget planning and implementing performance management system across all the areas of the Transport Services. The role will ensure the development and maintenance of a high quality, resilient, responsive, effective and integrated service to deliver the Council's aims and objectives.

The role provides leadership and direction to engender a culture of continuous improvement to meet present and future service needs and make a major contribution to improving the service for all users both external and internal.

In total, the role is responsible for circa £9 million per annum revenue budget, £16m capital budget, and 250 internal staff.

2. Key accountabilities:

To ensure that all the Council complies with all its legal and Health and Safety responsibilities relating to transport and vehicle maintenance.

2.1 To act as the Council's Transport Manager and hold the Council's Goods Vehicle Operator Licence.

2.2 To ensure the Council's entire fleet and fleet management operation complies with the requirements of the Goods Vehicle Operator's Licence.

2.3 To provide day to day leadership and direction to Transport, Vehicle Maintenance, DLO and Stores Teams with a focus on high quality, responsive services that meet the customer needs within Service, Corporate and National standards.

2.4 To work in collaboration with London Borough of Barnet Highways Service Colleagues and Re Highways colleagues to support the discharge of the Highway Authority duty to keep primary transport routes operational during inclement winter weather.

2.5 To provide leadership and overall management of the Council's Highways Winter Maintenance & DLO function ensuring a robust and resilient Winter Maintenance Operation is prepared and implemented each winter season.

2.6 To act as the Council's Service Provider (SP) in respect of Winter Maintenance Operations and ensure SP responsibilities are delivered in accordance with the Winter Maintenance Operations Service Level Agreement.

2.7 To provide strategic leadership to the Teams that ensure that a culture of continuous improvement delivers ongoing development of the service

2.8 To continuously monitor Service quality and productivity through developing and maintaining relevant performance indicators and comparative benchmarks for the Service and to set in place measures to deliver service improvements within budget.

2.9 To contribute to Corporate and Service plans and reviews insofar as they relate to the broad responsibilities of this post. This may include the Corporate Plan, Equalities Plan etc.

2.10 To network with other external bodies and professional associations and keep up to date with Best Practice and legislation in the relevant field and, where practical in the context of Barnet, ensure these are built into service development plans.

2.11 Lead on the negotiation of contracts, agreements and partnership arrangements with other organisations within both the public and private sectors to deliver the Service and Corporate objectives.

2.12 To provide support for Internal and external inspections and monitor activity against action plans.

2.13 To attend appropriate council committee meetings, Corporate officer groups and external meetings and to prepare reports for such meetings, as appropriate.

2.14 To establish and maintain appropriate client liaison systems and develop a mechanism to ensure a prompt and thorough response to complaints and enquiries, relating to the service.

Service Delivery

2.14 Lead the delivery of front-line passenger transport service, DLO (Highways Winter Maintenance, Responsive Highways maintenance and repair work and associated sign works etc.), and the councils fleet service

2.15 Develop a maintain high-quality resilient services which operate with a high level of customer care
2.16 To pro-actively manage the services efficiently and effectively and keep up-to-date and interpret the requirements of all relevant legislation, regulations, emerging guidance
2.17 To embed innovation into service delivery

Leadership
2.18 Have a track record of successful leadership and managerial experience at a senior level in a Street Scene and/or public realm environment, promoting, leading and managing change
2.19 Provide strategic direction and leadership to the operational managers, supervisors and Street Scene staff.
2.20 Manage and develop staff to deliver a culture of high quality performance and continuous improvement so that the services are capable of delivering the Councils priorities
2.21 Provide management guidance and embed good people management skills in managers across the service and ensure high calibre staff are recruited and developed to deliver service objectives.
2.22 To provide strong leadership across Street Scene subject areas, articulating change across a number of professional boundaries within and outside the Council.
2.23 Set clear accountabilities for finance, performance, delivery, risk; ensuring operational service delivery remains within agreed framework.
2.24 Lead on negations on contracts, agreements and negotiation to deliver the Service and Corporate aims.

3. Financial Responsibilities:

3.1 Responsible for operational budgets, and vehicle procurement programmes
3.2 Respond to internal audit reviews and implement action plans within agreed deadlines.
3.3 To ensure new policy direction and/or new services are focused on value for money and wherever possible sustainable service improvement
3.4 To ensure internal services are delivered to maximise efficiency and productivity to support initiatives within the Medium Term Financial Plan (MTFP). Identify savings and growth requirements through the continual review process to contribute to the corporate budget setting processes.
3.5 To ensure effective and efficient procurement of the Councils fleet

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:
- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of wok and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

As Senior Management -

- Abide by of Barnet's health and safety policy, associated arrangements, and implement the Senior manager's/Director's responsibilities set out therein.
- Complete mandatory health and safety training

- Ensure strategic/service plans take account of health and safety risks and effects on employee wellbeing
- Monitor health and safety compliance arrangements and take action where there are concerns
- Include health and safety in regular management team/board meetings
- Lead by example, monitor and enforce health and safety compliance of managers
- Ensure sufficient resources are allocated to managing risk

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

This role requires attendance at evening meeting and events, and early morning staff briefing, as well as potentially some weekend working.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	**Head of Service Fleet, Transport & Logistics**
Location:	**Oakleigh Depot**
Department:	**Fleet and Transport**
Directorate:	**Environment**
Grade:	**Grade 7**
Type of Working	*On-site working*
Reports to:	**Assistant Director - Streetscene**

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Current Certificate of Professional Competence (CPC) (gained by examination) in either one of "National Road Haulage Operations" or "National Passenger Transport Operations"	Essential	Application
Experience & Knowledge		
Educated to degree level or above with significant experience or professional qualification related to Environment or transport	Essential	Application
Experience of operating at a senior management level in a complex organisation, ideally in Street Scene and/or transport.	Desirable	Application/Interview
Successful track record of developing and delivering direct labour services which are effective at meeting customer needs and are cost efficient.	Essential	Application/Interview
Experience of delivering service on budget, and monitoring and report monthly and quarterly variance and projections	Essential	Application/Interview
Evidence of continued professional development.	Essential	Application/Interview
Experience ensuring business continuity, risk management and good health and safety practices are embedded in staff and contractors	Essential	Application/Interview
Experience of continuous improvements to health and safety outcomes, and imbedding a culture of proactive action and reporting	Desirable	Application/Interview
Skill & Ability		

The ability to identify innovative solutions to service challenges and to equate clear measures to track implementation.	Essential	Application/Interview
Able to fully utilise standard Microsoft Office products.	Essential	Application/Interview
Able to provide Leadership to staff in a complex environment.	Essential	Application/Interview
Knowledge of leading multi professional teams to deliver business as usual and project goals. Able to formulate and implement new operational plans	Essential	Application/Interview
Able to develop individuals and groups of staff with clearly identified milestones for progress and achievement.	Essential	Application/Interview
Success in building, maintaining and leading teams, in a complex changing environment.	Desirable	Application/Interview
Ability to manage staff through significant change and service transformation	Essential	Application/Interview
A positive outlook and supportive management style	Essential	Application/Interview
Ability to work across and mange services across a number of sites and locations	Essential	Application/Interview
Delivers professional and persuasive presentations to large internal and external groups.	Essential	Application/Interview
Strong interpersonal skills and able to challenge, support, influence and engage senior management and peers.	Essential	Application/Interview
The ability to distil complex policy initiatives into simple concepts to be shared with a variety of audiences	Essential	Application/Interview
Champions a culture that values equality and diversity and ensures these are built into the delivery of services.	Essential	Application/Interview
Demonstrates a high level of personal drive and energy that sets an example to others.	Essential	Application/Interview
Fosters a dynamic, achievement orientated culture.	Essential	Application/Interview
Ability to establish positive relationships with senior managers, staff, external partners and interest groups in a way that establishes confidence, credibility and trust.	Essential	Application/Interview
Promotes a culture that values continuous personal and professional development.	Essential	Application/Interview
Be responsible for horizon scanning activities to identify new trends and challenges as they emerge. This will include understanding and advising on relevant legislation and guidance, the evidence base for effective	Essential	Application/Interview

services, taking account of government thinking and local pressures and shaping services as a result.		
Have the right strategic and technical competency to ensure that the organisation is effective in delivery its front line services	Essential	Application/Interview
Lead and implement consistent and outcome focused improvements to service delivery and customer experience	Essential	Application/Interview
Support the development of a healthy organisational culture by working collaboratively across the Council to communicate vision and instil a sense of optimism, purpose and responsibility.	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active	Essential	Application/Interview

role to ensure they are implemented and integrated in everything I do.		
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview