Role Profile

Job Title:	**Passenger Fleet Supervisor**
Location:	**Transport Services Oakleigh Depot**
Department:	**Transport Services**
Directorate:	**Streetscene**
Grade:	**H**
Type of Working:	**Onsite**
Reports to:	**Passenger Transport Manager**

1. Job Purpose:

To provide an effective and efficient Passenger Fleet Service (in-house) in accordance with the needs and targets of the Transport Service management and the particular needs of the passengers transported.

To advise the Passenger Fleet Service management on availability and cost of transport to hire from internal and external sources.

To support the Passenger Transport Manager to manage the Passenger Transport fleet staff day to day actives in accordance with management and service provider instructions, procedures and policies.

To continually review and optimize the Passenger Fleet Services service delivery and operating systems, advising the most effective methodology for value for money whilst maintaining service standards and innovation.

2. Key accountabilities:

2.1 Performance Management

To ensure that on a day-to-day basis, there are sufficient and appropriate resources to meet the demands of the Service, keeping the Passenger Transport Manager informed of the level of resources needed and participating in the optimisation and delivery of passenger transport services as required.

(i) Responsible for the planning and promotion of the most efficient, economical and optimised deployment of contractors by ensuring the continuous optimisation and review all passenger transport routes are value for money, ensuring management targets are maintained; and where appropriate:
(ii) Assist in the compliance of the Passenger Transport contract and Passenger Fleet Service for the development, implementation and maintenance of a performance monitoring systems.
(iii) To assist in the development and monitoring of appropriate performance indicators, seeking best practice to inform service improvements

(iv) Assist in the continuous improvement through the review of Passenger Fleet Service operating procedures, statutory compliance and service delivery through:

- Continuous optimisation and regular review of transport routes, monitoring the performance of contracted service providers against agreed standards and KPI's.
- Undertake contract compliance audits at regular intervals, ensuring legal and operational compliance.

(v) Recommend changes to deliver greater efficiencies and reducing operating costs, through process enhancement and improved Passenger Fleet Service systems development.

(vi) To support the Passenger Transport admin as a point of contact with Service Commissioners, contractors and other relevant parties wishing to arrange transport for service users.

- Ensuring that passenger needs are fully taken into account, and
- Ensuring full compliance with Service Level Agreements.
- To be fully compliant with data protection procedures when sharing personal and confidential data, with, escorts, drivers and external contractors.

2.2 Finance

To support the Passenger Transport Administrator in all route changes and variations that may require invoicing / recharging of transport services to be made to service departments and third parties as appropriate, in accordance with the transport booking procedures; and

(i) Assist in the monitoring of financial performance in conjunction with the Transport Management Coordinator on a monthly basis, reporting all significant variances and trends.

(ii) Assist in identifying savings and growth requirements through the continual review process to contribute to the corporate budget setting processes.

(iii) Assist with the processing of purchase orders and payment of works within the project timescales, reporting processes and liaison with finance and procurement departments where necessary.

(iv) Assist with the preparation and analysis of statistical, financial and service performance reports within timelines and by target dates, as required

2.3 Human Resource Management

Assist the Passenger Transport Manager in the management of human resource in accordance with the council's procedures and Human Resources policies, including code of conduct for employees, disciplinary, grievance, leave arrangements, equal opportunities and work life balance; and

(i) Assist in ensuring that on a day-to-day basis, there are sufficient and appropriate resources to meet the demands of the Passenger Fleet Service. To supervise, facilitate and support the Passenger Transport Management team, in the supervision of the operational workforce to provide an efficient and effective service to customers, maintaining high levels of discipline, moral and work standards.

(ii) To assist in the management of staff attendance in accordance with the attendance procedure in order to improve staff attendance and cost efficiencies of the council.

(iii) To assist in the recruitment, induction and development of new employees including temporary and agency workers in accordance with council procedures.

(iv) Provide leadership and a strong sense of direction and purpose within the team(s) for which the jobholder is accountable.

(v) Assist with the selection and deployment of people for whom the jobholder is responsible to maximise their contribution to corporate and team goals.

(vi) To assist in the managed performance delivery of the Passenger Fleet Service team; including escorts and drivers' performance for which the jobholder is responsible, and to respond and deal with weak/poor performance. To develop appropriate performance indicators as required.

2.4 Training and Development

To assist in providing training and development opportunities and support for staff to assist business continuity and succession management; and

(i) To assist the Passenger Fleet Service to operate in accordance with corporate performance management and staff development processes such as individual performance management / employee performance appraisals and the management competency frameworks and associated initiatives.
(ii) The post holder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
(iii) To promote the development of a confident learning culture within the Passenger Fleet Service team, including the requirement that all staff have and achieve personal/professional development plans that are integrated with the Service Plan.
(iv) To enhance own performance, working constructively with the Passenger Transport Manager to identify personal strengths and agreeing action in relation to development needs.
(v) Participate in relevant industrial relations meeting.

2.4 Vehicles & Licensing

To ensure that the passenger fleet vehicles provided for the execution of journeys required by the service are safe and suitable for the purpose in every respect, with particular regard to the provision of suitable seating, safety and restraint equipment, accessibility and restraint for wheelchairs, and heating and ventilation. The vehicles equipment, appliances and all materials used in the execution of or in connection with the Passenger Transport contract shall conform to the standards described in the Contract; and

(i) To ensure all vehicles used in the execution of services are at all times safe and roadworthy and that they conform to all relevant legal and statutory requirements.
(ii) All vehicles provided shall at all times (where appropriate) comply with the Certificate of Fitness and Public Service Vehicle Licence and shall at all times and in all respects be of a roadworthy condition.
(iii) To produce a Department of Transport Certificate (M.O.T. Certificate) and proof of regular maintenance and servicing. (where appropriate).
(iv) Ensure that all records of daily driver checks and safety inspections relevant to road worthiness requirements are available for inspection on request.
(v) Retain evidence of compliance with the requirements specified by Transport for London for the London Emission Zone (LEZ) as appropriate.
(vi) Ensure that suitable breakdown repair/recovery arrangements are in place to rectify vehicle breakdowns as a matter of urgency.
(vii) Ensure that all relevant vehicle equipment is 'fit for purpose', meets all regulatory requirements (as specified) and correctly fitted to vehicle.
(viii) To ensure that all vehicles comply with the Department of Transport Code of Practice for the Safety of Passengers in Wheelchairs on Buses.
(ix) To ensure when tail lifts are in use such equipment shall be subject to LOLER (Lifting Operations and Lifting Equipment Regulations 1998 test certification.
(x) Ensure that all vehicles and drivers must hold current appropriate licences issued by the DVLA or VOSA for the class of vehicles driven in the execution of this service.
(xi) To ensure that driving licences are checked every 6 months to identify any new endorsements that may have been incurred and that these licences are checked directly with the DVLA annually.

2.5 Customer Care

To efficiently and effectively process enquiries and complaints appertaining to service provision including:

(i) Report incidents and undertake the initial stage of an investigation, complete the incident report form, and where appropriate,
- Liaise with Service Commissioners, schools, day centres, parent/carers and contractors,
- Record issues raised and actions taken on the incident reporting form,

(ii) Establish and maintain good customer relations with service users, parents/ carers, schools in accordance with council's procedures, polices and statutory regulations, as appropriate.
(iii) Refer complex matters to the Passenger Transport Manager as appropriate.

2.6 Interpersonal & Communication Skills

Provide effective communication to escort and contractor's staff, to ensure effective, positive communication to provide clear direction and steer in order to deliver efficient front line public services by:

(i) Good levels of literacy and numeracy skills
(ii) The ability to analyse, interpret varied and basic level of information for service change, continual improvement.
(iii) A good basic level of information and technology skills including word, excel and e-mail etc.
(iv) Effective verbal and written communications skills to communicate effectively with; staff, management, contractors, schools and the, public, including contentious, complex, specialist information, complaints handling, advise and guidance.
(v) Verbally and/or in writing report all incidents as necessary to ensure the safeguarding of all passengers and changes in transport requirements.
(vi) To effectively process confidential and sensitive information, in accordance with the data protection regulations and report incidents of non compliance.
(vii) To continuously monitor and review transport routes, reporting issues to the PT Coordinator or nominee, where appropriate:
(viii) To take meeting minutes, prepare and type correspondence, memoranda and reports to a competent level on behalf of the passenger transport management on a range of issues appertaining to the area of the service.

2.7 Health & Safety

Responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed throughout the Passenger Fleet Service area; and

(i) Ensuring that health and safety responsibilities are properly passed on, understood and carried out by employees within the service area.
(ii) Informing the Passenger Transport Manager what operational resources are needed to meet their service area's obligations for safe transport of services users, including providing equipment, clothing and training.
(iii) Advise where local management arrangements, risk-assessment programmes, risk-control systems, workplace precautions and associated performance standards are required, in respect to the specific care package requirements relevant to service users transport and brought to the attention of employees;
(iv) Support the Passenger Transport Manager in promoting health and safety management systems.

(v) To ensure accidents and incidents are reported and recorded and to ensure effective controls are implemented to minimise or eliminate risk.
(vi) To advise the Passenger Transport Manager on the suitability of the vehicle and equipment to meet service user's needs.
(vii) Ensure that drivers and passenger escorts are dressed to an appropriate and professional standard commensurate with their duties and wear Personal Protective Equipment appropriate to their duties.

2.8 Knowledge and Skills

A practical and procedural knowledge of a Passenger Fleet Services, plus an operational knowledge of all services provided by the service area including policies, procedures, legislation, and the wider organisation to a basic level.

(i) The ability to support a customer focussed, flexible, integrated front line passenger transport services.
(ii) Working with partners or external agencies to create successful partnership working.
(iii) To have a basic knowledge in passenger transport services including, working time directives and Private Hire regulations and
(iv) Including but not limited to human resource management skills, equipment, systems, procedures, policies, procurement, health and safety.
(v) To assist with contract compliance audits at regular intervals, as requested, ensuring legal and operational compliance.
(vi) Holder of a Passenger Transport Supervisor Certificate or equivalent.

2.9 Transport IT systems

To effectively operate the Passenger Transport Services IT systems, ensuring that data input and reporting is effective and accurate in the line with service needs; and

(i) Maintain accurate and current data records on the computerised and manual information systems, including all operational records appertaining to the service.
(ii) Review basic computerised and manual data and present in a suitable format in the drafting of finance and operational reports.
(iii) Support the Passenger Transport Manager to provide a monthly financial and operational statement on the Passenger Fleet Services performance and delivery of services.

2.10 Procedural Knowledge

Practical operational and procedural knowledge to a basic standard to ensure competence in the delivery of the Passenger Transport Service including but not limited to:

(i) Financial, contractual and procurement rules
(ii) Human resource management
(iii) Legislation in passenger transport and Private Hire
(iv) Working time directives
(v) Transport management
(vi) Attendance management
(vii) Smarter working initiatives
(viii) Systems management e.g. fleet management systems (Chevin), Passenger Transport (Mission IT) and customer management systems as adopted and maintained by the authority.

2.11 Shift Pattern/Working Hours

(i) Demonstrate flexibility by undertaking other duties consistent within the scope of the general context, purpose and grade of the post.
(ii) Ability to work operating hours from 06:30 to 19.00 Monday to Friday, as required providing operational cover.
(iii) Ability to work split shift Monday to Friday e.g. 06:30 to 10.00 and 14:00 to 17:45 or as required as part of the role.
(iv) Provide standby cover on when required, from Friday 19:00 through to Sunday, or as the services demands.

3. Staff Responsibility:

1 Driver Team Leader
65 Drivers

4. Financial Responsibility

As delegated by Passenger Transport Manager, Cost Centre Manager or Budget Holder

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. 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

7. 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.

8. 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

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Department:	**Transport Services**
Directorate:	**Streetscene**
Grade:	**H**
Type of Working	**Onsite Working**
Reports to:	**Passenger Transport Manager**

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to GCSE or equivalent in English & Maths.	Essential	Application/Interview
Holder of a Certificate of Professional Competence in Passenger Transport or equivalent.	Desirable	Application/Interview
Hold a valid driving licence	Essential	Application/Interview
Hold a valid D1 Licence entitlement	Desirable	Application/Interview
Experience & Knowledge		
Experience in operational administration and the review of management targets within timescales	Essential	Application/Interview
Experience in a Passenger Transport environment or equivalent.	Essential	Application/Interview
Proven customer care experience.	Desirable	Application/Interview
Proven IT skills to intermediate standards, to develop, implement and maintain effective performance monitoring systems.	Essential	Application/Interview
Knowledge of passenger transport operations and regulations	Essential	Application/Interview
Knowledge of procurement procedures and management of tendered contracts	Essential	Application/Interview
Knowledge of Community Transport and Special Education Needs procedures	Essential	Application/Interview
Knowledge of the borough	Desirable	Application/Interview
Subject to satisfactory Enhanced CRB Disclosure	Essential	Application/Interview
Skill & Ability		

Excellent telephone skills	Essential	Application/Interview
Good verbal and written communication skills. Including the ability to assist in preparing and presenting management reports.	Essential	Application/Interview
Proven numeracy skills including accounts, invoicing/recharging experience and ability to assist in preparing and managing budgets.	Essential	Application/Interview
Proven administrative skills to ensure the effective utilisation of human resources within the department and external contractors.	Essential	Application/Interview
Ability to ensure compliance with all legislative and council requirements.	Essential	Application/Interview
Able to deal effectively with confidential and sensitive issues	Essential	Application/Interview
Assist in establishing and controlling budgetary demands.	Essential	Application/Interview
Highly motivated with a flexible attitude and ability to develop the role.	Essential	Application/Interview
Ability to plan and implement an effective training programme that supports service delivery.	Essential	Application/Interview
Assist in the planning and implementation of: • optimisation of routes and al other resources used in the provision of services, • effective audit and quality controls, • develop performance management systems that support service delivery to targets.	Essential	Application/Interview
To maintain an up to date knowledge of current passenger transport systems, vehicles and ancillary equipment.	Essential	Application/Interview
Ability to work accurately to procedures and to deadlines.	Essential	Application/Interview
Health & Safety awareness including the duty of care and risk assessments in a Passenger Transport environment.	Essential	Application/Interview
Operate standby duty cover Monday to Sunday based on 1 in 3-week rota.	Essential	Application/Interview
Work in conjunction with the Passenger Transport Team.	Essential	Application/Interview
Hold an appropriate full driving licence and use of a car to perform site visits as required.	Essential	Application/Interview
Knowledge and understanding of Council Equal opportunities and Equal Access Policy and the ability to implement in the course of work	Essential	Application/Interview

Ability to recognise the diversity of needs of different groups in the community	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	Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Desirable	Application/Interview
Learning to Improve		
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		
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 role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
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	Essential	Application/Interview

commitment to ensuring these align to what is best for Barnet		
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