

## Community Transport Manager

- Service area: Environment & Climate Change
- Grade: PO8
- Reports to: Chris Demetriou
- Your team: Accessible Community Transport
- Number of supervisees: Responsible for 150 staff with 3-6 direct reports

## Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

## Key responsibilities

To manage the transport operations for the accessible community transport service which caters for vulnerable adults, SEND children and Islington adult learning disability partnership.

1. To be responsible for the accessible transport service, providing the full range of management functions, including leading, motivating and supervising the team, the preparation, formulation and prioritisation of work programmes and the establishment and achievement of realistic targets and the operation of an appraisal system.
2. Be responsible for the development of contracts and service level agreements from the original formulation, preparation of specification, tendering process and award of contract including the negotiation of variations, monitoring processes, and agreeing the final accounts. To ensure that all contract procedures comply with Council Standing Orders.
3. To provide an operational transport service for Education and Social services with over 50 vehicles and up to 150 staff 365 days per year, 24 hours a day.
4. To provide drivers and vehicles for school meals services and find additional work where necessary to fill driver's downtime.
5. To remain current with all safeguarding legislation, WTORS and COIF regulations and remain up to date with Education and Social Services individual working requirements.
6. To run the social services home to centre operation in line with current SLA.

7. To run the Islington Adult Learning Disability Partnership (ILDPA) transport provision including risk assessments and transport plans for Adult service users.
8. To provide services for community groups, lunch clubs and social worker allocated taxi work.
9. Provide a taxi framework contract or Dynamic Purchasing System for the taxi provision for ACT and taxi transport across the entire council.
10. To be responsible for the monitoring of income in respect of income due to the Council from its contracts. To certify payments due under contracts, and to advise the Finance Manager accordingly, jointly certifying sums due.
11. To be responsible for budget preparation, monitoring and budget control in all matters affecting the Accessible transport operations/fleet/depot management.
12. To draw up and place orders for emergency works and to deal directly with contractors in the event of an emergency, acting on own initiative, and to ensure that the Council obtains best value for money under the prevailing circumstances.
13. To initiate the Procurement, implementation, management of a Management Information System for the service, including the purchase of handheld devices for the vehicles, training the staff and the administration of the system.
14. To collate and provide information for the formulation of reports to Council Committees and other bodies as required. To research, draft and submit Committee reports as required.
15. To be responsible for all administrative functions in regard to the accessible community transport service.
16. To assist in making recommendations for policy and procedure change for the service and to ensure that decisions are implemented correctly, that all necessary approvals are obtained, and changes are carried out having regard to budgets, standing orders, contract management and administration systems and procedures etc.
17. To respond to enquiries and complaints in writing, by telephone or in person from Members, MPs, Council officers and the public in all areas of fleet Management activity.
18. To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
19. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
20. The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
21. Ensure that duties are undertaken with due regard and compliance with GDPR and Data Protection Act and other legislation.
22. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

23. At all times carrying out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).
24. The post holder is expected to be committed to the Council's key priority of sustainability and environmental management and to demonstrate this commitment in the way they carry out their duties.
25. As a member of the Corporate Fleet team, to contribute to management decision making processes and to be jointly responsible for the satisfactory operation of the Section including financial considerations. To carry out such Section-wide management and technical functions (including the use of external consultants) as may be required, and to ensure that management group decisions are carried out. To deputise as required for the Head of Traffic and Parking.
26. To be responsible for the management and overall supervision of enhanced DBS and relevant driving licence checks, eyesight checks, health checks and driver CPC on all driving staff and passenger assistants.
27. Responsible for developing and procuring relevant training for staff within the team on all transport related issues and the management of a training plan.
28. Responsible for the procurement of equipment. services and work programmes as required.
29. To represent the service and/or the Department at meetings with other Council Staff, members and other authorities and bodies, this post is required to have good rapport with elected members and the community.
30. To collate and provide information to the Service Commissioners for the formulation of reports to Council Committees and other bodies as required. To research, draft and submit Committee reports as required to council committees and other bodies.
31. The post holder will be required to attend evening meetings, work out of hours when required and to undertake 24-hour emergency cover.
32. To achieve agreed service outcomes and outputs and personal appraisal targets as agreed by the line manager.
33. To maintain up to date procedures and practices and to consider the opportunities to improve efficiency offered by new technologies, new ways of working and changes in work processes.
34. To use and assist others to use information technology to carry out duties in an appropriate, efficient and effective manner.
35. Develop and maintain a good working knowledge of the department's functions, customers and structures and of any important or high-profile issues
36. To undertake training and constructively take part in meetings, supervision and other activities designed to improve communication and assist with the effective development of the post and post holder.
37. Undertake duties having regard for Health and Safety legislation and the Council's related policies.
38. To consistently demonstrate commitment to the Council's core values of public service, quality, equality and empowerment.

39. To carry out duties and responsibilities in accordance with the Council's Dignity for All policy.
40. Ensure that duties are undertaken with due regard and compliance to the Data Protection Act, GDPR and other legislation.
41. To undertake any other minor duties and tasks as may be necessary from time to time, as requested by the line manager.

## Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

## Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Budget Responsibilities

Budget responsibilities of circa. £6m (Children's & Adult Social Services transport budgets)

## Work style

Front line Office-Based

# Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

## Essential criteria

### Qualifications

Essential criteria	Criteria description	Assessed by
E1	Proven experience in an operational management function including the full range of the contract process from initial contract specification through letting to the monitoring process and final accounts	Application/Interview
E2	Proven track record of quality service delivery including innovation, continuous and sustainable service improvements and of managing and motivating staff to achieve a high level of performance and to operate and use performance management systems	Application/Interview/Test
E3	Experience in the preparation and monitoring of budgets and cash-flow projections	Application/Interview
E4	CPC Operator licence qualification – Passenger Transport	Application/Interview

## Experience

Essential criteria	Criteria description	Assessed by
E5	Proven track record in the management of fleet operations and contracts.	Application/Interview
E6	Experience and other ability to assist with the development, monitoring and use of IT and MI systems in respect of contract procedures and all aspects of the management of the service and in accordance with GDPR.	Application/Interview
E7	To have a working knowledge and understanding of national policies, practices and initiatives and law relating to customer facing services and / or transport operations and the ability to use this knowledge in practical applications within the service	Application/Interview/Test
E8	Experience of and the ability to make effective use of service level agreements both as client and contractor	Application/Interview

## Skills

Essential criteria	Criteria description	Assessed by
E9	Demonstrable experience of effective working with elected members, business and community groups, internal and external teams and agencies to deliver quality outcomes	Application/Interview/Test
E10	Able to devise and provide management service to a range of initiatives undertaken by the group to ensure that timescales and deadlines are met.	Application/Interview/Test
E11	Ability to prepare accurate and meaningful records and analyses relating to a range of topics, including financial information and cash flow projections send to present these to a range of groups and committees and to deal effectively with concerns of elected members	Application/Interview/Test

Essential criteria	Criteria description	Assessed by
E12	The ability to maximise income to the Council through the effective and efficient management of its contracts	Application/Interview/Test
E13	Ability to develop workable and innovative in problem solving situations including the ability to analyse complex resource, managerial problems and develop strategic, creative and practicable solutions	Application/Interview/Test
E14	Ability to promote and carry out duties in accordance with Council Policy including quality standards, customer care, health and safety and environmental sustainability policies and practices	Application/Interview/Test
E15	The ability to work as a member of a management team and carry out management and technical functions across a range of the groups work	Application/Interview/Test
E16	The ability to research, draft and finalise technical papers and policy documents to Council committees and other bodies as required	Application/Interview/Test
E17	The ability to introduce and promote customer care policies within the group and to recognise the need for such policies	Application/Interview/Test
E18	Able to demonstrate excellent organisational skills, and a proven track record of developing and maintaining innovative / effective performance management systems	Application/Interview/Test
E19	Effective communication skills, both written and verbal and the ability to produce and present reports to colleagues, Councillors and external bodies	Application/Interview/Test

## Special requirements of the post

Essential criteria	Criteria description	Assessed by
E20	This role will require you to obtain an Enhanced/Standard/Basic satisfactory clearance from the Disclosure and Barring Service	Application/Interview/Test
E21	This post requires a clean driving licence	Application/Interview/Test
E22	This post needs to meet the requirement of the Baseline Personal Security Standard	Application/Interview/Test
E23	This post is subject to the council's policy on pecuniary and personal interest	Application/Interview/Test
E24	This post is subject to random and Just cause Drug and Alcohol Testing	Application/Interview/Test
E25	Ability to work shift hours / patterns as required including early mornings 7am or later up to 6pm	Application/Interview/Test

## Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage

Employer; Disability Confident Committed; The Mayor's Good Work Standard;

