

JOB SUMMARY

Post Title	Transport Management Contracts Officer						
Job Family	<i>Business Support</i>	Pay Range	8	Line Manager to others?	No	Role profile ref	BS08
Service Area	<i>Childrens Services</i>						
Line Manager	Principal Contract Officer - Transport						
Location	<i>Working form County Hall / council facilities and home</i>						

Job Purpose

This role covers work within the Home to School Transport (HtST) providing dedicated and highly effective organisational, operational and business/administrative support. Contributes to the effective implementation and delivery of the HtST Service.

HtST is a statutory function, required to provide a home to school transport service for eligible children. The vast majority of work is for children eligible under the authority's statutory duty. Small amounts of transport are provided under discretionary powers.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To organise transport as required and directed by Principal Transport Officer for eligible pupils attending mainstream schools, specialist provision including Post 16 colleges and mainland education providers. Procurement of transport solutions including bus passes, train passes, taxis and in house Fleet.
- Act as the main point of contact for the team and senior officers dealing with issues as they arise or redirecting to appropriate person. Suggest alternative solutions to issues particularly for those with complex requirements/problems.
- Planning, creating and awarding contract specifications/tenders in line with IWC processes, monitoring and reviewing of contracts and replanning and renegotiating where required to ensure value for money, also ensuring accurate auditable records of all contractual processes are maintained. Make decisions on best use of allocated resources and implement any required contract changes in agreement with senior colleagues.
- Support where required the day to day management of the Spare Seat Scheme which includes liaising with other Council departments, schools, transport providers and parents/carers and planning and allocating transport for non-entitled pupils.
- Liaise with stakeholders on matters of policy and interpret education policies to determine and authorise appropriate transport solutions
- Decide what is the correct specialist equipment to be used for complex transport situations (e.g. pupils travelling in wheelchairs need to be restrained with the correct equipment to avoid serious injury).
- Problem solving on operational matters e.g. often needs to negotiate and mediate in sensitive matters involving a range of issues e.g. child protection, and issues involving dangerous and unsafe behaviour, sometimes requiring police involvement. Staff need to communicate on issues to avoid them becoming difficult or high profile.
- Staff in this role have to be able to deal with some very challenging issues and need to be able to communicate with a range of people firmly, efficiently and sensitively.
- Keep the central database up to date for all service users, including both eligible and non-eligible children, by making timely updates whenever changes arise, ensuring the accuracy of information.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	<i>Experience of working in an environment with high volumes of work at different stages of completion.</i>	E	

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	<i>Experience of operating at a high level of concentration over a range of activities, including statutory and established timeframes, with high-level workload pressure.</i>	E	
	<i>Has knowledge of Procurement processes and proven experience writing contract specifications with a high degree of accuracy to achieve a successful tender response</i>		D
	<i>Has proven ability to consult with stakeholders to identify solutions to problems for those with complex and/or specialist requirements.</i>	E	
	<i>Has experience contributing to continuous service improvement including analysing, reviewing and revising business processes reflecting experience gained.</i>		D
	<i>Is able to make both simple and complex transport arrangements with consideration to need, logistics and financial resources.</i>	E	
	<i>Has knowledge and experience managing and negotiating contracts</i>	E	
	<i>Has ability to make decisions on best use of financial resources and implement contract changes.</i>	E	
Extensive working knowledge of relevant processes and systems.	<i>Has knowledge of HtST processes and systems in particular internal IWC systems such as the Privilege Seat App, CRM, SRM.</i>		D
	<i>Has ability to work with others to develop innovative solutions in line with policy and health and safety legislation.</i>	E	
	<i>Is able to suggest and take forward ideas to ensure efficient office systems are in place, operated and maintained</i>	E	
	<i>Understands the importance of data recording on Capita One/EMS and other data recording software and understands the impact of having data incorrectly recorded.</i>	E	
Considerable knowledge of the service provided in own area.	<i>Must have a solid understanding of the functions provided by the HtST Service including an understanding of any published guidance or policies which affect decision-making.</i>	E	
	<i>Considerable experience with supporting the delivery of a service through the effective use of office systems. This includes the ability to analyse and review current processes</i>	E	
	<i>Proven experience of using own initiative and innovation to solve problems.</i>	E	
Strong ICT skills including use of Microsoft applications	<i>Has a strong working knowledge of Microsoft Office packages particularly</i>	E	

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	<i>Excel and use of formulas and Word and the use of mail merge.</i>		
	<i>A working knowledge of Capita One/EMS is desirable.</i>		D
	<i>Able to input, extract and analyse data in line with existing processes and can recognise if there are errors in reporting, raising issues with relevant staff.</i>	E	
Good verbal and written communication skills with the ability to explain information in a way that a non-specialist can understand.	<i>Experience of communicating with a range of stakeholders such as Senior Managers, Members, external agencies and the public on a wide range of matters including confidential, sensitive and personal issues with confidence, sensitivity and diplomacy.</i>	E	
	<i>Has proven ability to communicate effectively with stakeholders to build relationships and identify solutions for those with complex or specialist issues/requirements.</i>	E	
	<i>Able to write using plain English for a range of audiences and able to communicate at all levels.</i>	E	
	<i>Has the ability to deal effectively with concerns and complaints.</i>	E	
Good planning and organisational skills.	<i>Able to negotiate and manage daily transport requests monitoring when applications are submitted to ensure processing within agreed timescales.</i>		D
	<i>Able to evidence a practical, methodical and organised approach to work.</i>	E	
	<i>Ability to identify where system and process developments are required to improve practice and working efficiencies.</i>	E	
Numerate and accurate with attention to detail.	<i>Able to produce accurate work which is free from errors and trusted by the end user.</i>	E	
	<i>Has experience with investigating financial irregularities</i>		D
Understanding of how to deal with customers appropriately.	<i>Able to communicate effectively with customers both inside and outside of the organisation whilst adjusting this communication to suit the customers needs and understanding</i>	E	
Proven ability to prioritise workloads and achieve deadlines (both by self and with others).	<i>Able to work autonomously in line with Transport Team processes and taking charge of own workload to ensure any tasks responsible for are undertaken and delivered on time and any changes to priorities are accommodated.</i>	E	
	<i>Experience with managing several tasks concurrently and prioritising as necessary to achieve service delivery within prescribed timescales with access to guidance and support.</i>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 4 standard or able to demonstrate equivalent experience.	<i>Level 4 qualification in a relevant subject such as Business Administration or equivalent experience</i>	E	

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Other Requirements

Able to travel to various Island locations for 'site visits'

May require relevant certifications including evidence of fluency in English language.

Able to problem solve on operational matters e.g. often needs to negotiate and mediate in sensitive matters involving a range of issues e.g. child protection, and issues involving dangerous and unsafe behaviour, sometimes requiring police involvement. Staff need to communicate on issues to avoid them becoming difficult or high profile.

Staff in this role have to be able to deal with some very challenging issues and need to be able to communicate with a range of people firmly, efficiently and sensitively. Errors in decision making can result in injury and even fatality.

May be required to undertake additional duties as commensurate with role and grade.

Must present a positive image of the Isle of Wight Council.

Organisational Structure (optional)