

Post Specification

Date	May 2024
Post Group Number	PG6765
Post Title	Children's Transport Operational Team (CTOT) Area Supervisor
Job Family	Operations
Job Family Role Profile	OP10
Final Grade	Grade 10

To be read in conjunction with the job family role profile

Service Area description
<p>CTOT (Children's Transport Operational Team) is the in-house provider of home to school and adult social care transport for Westmorland and Furness Council. It is part of the Integrated Home to School Transport Team, which provides transport across the Council area for mainstream, SEND, PRU and exceptional reasons.</p>
Purpose of this post
<p>This is a key post within the Children's Transport Operations Team (CTOT).</p> <p>The Post Holder will line manage a team of drivers and passenger assistants at designated operational bases in Westmorland & Furness. They will ensure safe and compliant day to day operations of Home to School transport, Adult Day Care Transport and any other services that the Council may require to be delivered in-house, ensure effective vehicle utilisation, liaise with stakeholders, plan and schedule routes.</p> <p>The postholder will also provide logistical support within the Integrated Home to School Transport Service and assist the Business Partner CTOT Operations to develop and deliver in-house transport services across the Authority.</p> <p>The post holder will work closely with other CTOT Area Supervisors to ensure operational cover is in place across the operational day (7am – 5pm approx, split shift).</p>
Key job specific accountabilities
<ol style="list-style-type: none"> 1. To be responsible for all supervisory aspects and line management of all staff in the respective Area and plan the daily workload to maximise staff and vehicle utilisation, including the managing the out-of-hours rota for the staff within the respective area. 2. To ensure the services are carried out to the required Council and Stakeholders expectations and standards and to ensure good housekeeping and safety standards are maintained throughout the workplace including all liaison with the relevant stakeholders both internal and external to the Council. 3. Maintain accurate administrative / maintenance/inspection records in accordance with the Councils policies. Ensure all information stored is accurate and processed in accordance with the Councils protocols, particularly but not limited to Data Protection of the Service Users, and their dependencies. 4. To ensure that all relevant Health & Safety systems are managed, Safe working Systems are adhered to/undertaken and any mentoring of appropriate staff (e.g., Apprentices, new starters, etc) takes place proactively and recorded on appropriate Council systems.

5. Undertake such duties that the Management team may, from time to time, determine, commensurate with the grading of the post, including assistance with training.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> Responsible for effective spend on Fuel, PPE, associated Depot costs and Staff overtime approval/monitoring
Staff Management Responsibilities	<ul style="list-style-type: none"> Approx. 10-15 Drivers, and Approx. 10-20 Passenger Assistants
Other	<ul style="list-style-type: none"> Be part of an 'out of hours' rota to answer potential calls from staff phoning in sick and ensure cover is in place for the Monday morning (1 weekend in 3)

Essential Criteria - Qualifications, knowledge, experience and expertise

- The Following are required in addition to the general role profile description attributes:
- Must be able to demonstrate experience of supervising/managing teams.
 - Knowledge of health safety and risk regulations relating to vehicles, equipment, and safe working practice.
 - Knowledge of route scheduling, possibly fleet management vehicle maintenance safety inspection programmes.
 - Competent in the use of basic ICT; Microsoft software systems.
 - Hold a valid driving Licence with PCV Category D1 or D entitlement and Driver Certificate Professional Competence (DCPC) or, willing to work towards achieving qualification.
 - Must be able to demonstrate extensive experience of communicating effectively with stakeholders.
 - Desirable to hold a PSV Certificate of Professional Competence in Passenger Transport or willingness to work towards the qualification.

Disclosure and Barring Service – DBS Checks

This post requires a DBS check. The level of check required is -

- Enhanced DBS check, Childrens & Adults workforce

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> Managing customer and staff expectations maybe challenging and may require arduous/strenuous/difficult situations with Parents/Guardians, Children, etc
Physical Demands	<ul style="list-style-type: none"> minimal
Working Conditions	<ul style="list-style-type: none"> The post holder would work in an office environment, possibly occasionally will also be required to work outside and occasionally, lone working and potentially severe weather conditions – snow ice, etc.

Other Factors

The Post holder will be on the CTOT service areas duty roster. This will be for one weekend in 3, to be available for staff to phone in if they are unable to work on the Monday morning, and to arrange alternative staffing cover.

Must be able to travel County wide and nationally under own arrangements.

Must have an appropriate Category D or D1 vocational driving licence, including DCPC or be willing to work to achieve one (DCPC)

ALL staff in this service area will require DBS Enhanced check.

