



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Community Transport Operations Manager

Vacancy ID: 011602

Salary: £25,481 - £27,041 Annually

Closing Date: 24-01-21

Benefits & Grade

Grade I

Contract Details

Permanent

Contract Hours

37 hours per week, Monday to Friday, may include split shift arrangements varying between 7.00am and 5.30pm

Job Description

Stockton-on-Tees Borough Council is an organisation where all staff are trusted, supported and valued to make a positive contribution at work. Where we never lose sight of the fact that we are here to serve the people of the borough.

An excellent opportunity has arisen within the Community Transport Service, which is at the forefront in delivering a high-quality customer-focused service.

We are looking to recruit the right person into our team who possess excellent interpersonal skills, to lead an operational team, whilst working alongside the Community Transport Manager and business support team in delivering one of the Council's essential frontline services, ensuring that the relevant legislative functions and policies are properly implemented and monitored.

The role will be very diverse and rewarding and involves working in an extremely busy frontline service to provide effective, efficient and professional frontline operational management duties, which will assist in the delivery of a high-quality and customer-focused, Community Transport Service.

Whilst knowledge and experience of working in a similar environment will always be of use, this is by no means the most important aspect that we are looking for, as full training will be given.

If you have read the information above, you will know that we are looking for the right person who can communicate well, engage with our staff and customers and, most importantly, have a range of skills and personal qualities which they can transfer into this new and exciting opportunity.

An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Sammyjo Saunders, Community Transport Manager on 01642 524498.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Community Services		Service Area: Community Transport
JOB TITLE: Community Transport Operations Manager		
GRADE: I		
REPORTING TO: Community Transport Manager		
1.	JOB SUMMARY: To assist the Community Transport Manager in the effective and efficient day to day functions associated with the provision of a safe, high quality, customer focused transport service.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
1.	To manage the day-to-day operations of the Councils frontline Community Transport services including the direct daily management of operational staff and a team of Monitoring Officers. This may include dealing with staff concerns or requests, contribute to the absence management system and investigate conduct or performance issues where directed.	
2.	To be responsible for ensuring effective management of staffing and resource levels regarding operational routes, including the production of rotas and specialist operational orders for events and incidents.	
3.	To deliver training, development and appraisal of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.	
4.	To work collaboratively with schools, academies and colleges to provide transport solutions to meet pupils needs or specific circumstances, and policy implications. With specific regard to SEND needs and behaviours.	
5.	To manage recruitment and selection of staff to provide a robust resource to meet the changing needs of the service, including regular contract changes as and when required.	
6.	To assist in the management of budgets within community transport. The post holder will take a role in budget control, including bus and taxi tenders and contracts and ensure compliance with all statutory requirements and council policies, Medium Term Financial Plan, Departmental Service Plans and Business Improvement Plans.	
7.	To manage and undertake any incidents and accidents investigations under the Councils disciplinary policy and meetings required under the Councils attendance management policy.	
8.	To manage operational fleet and liaise with management and other departments in the control of the budget requirements for the fleet renewal requirements	

9	To ensure that all vehicles are operated in accordance with appropriate license requirements such as section 19 and O License.
10	To ensure the service complies with any legal requirements, including training of operational staff, and the management of the Health & Safety of the operation.
11	To establish effective working relationships with key internal and external partners.
12	To represent the Community Transport Service as required in the absence of the Community Transport Manager.
13	To support the coordination of the response when Tees Valley Emergency Plan is activated.
14	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade, using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Council Values, Behaviour Framework, Code of Conduct - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Customer Services – The post holder is required to ensure that all customers, both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures - The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Community Transport Operations Manager	I
Directorate / Service Area	Community Services	Community Transport
Post Ref:	POS011406	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications		<ul style="list-style-type: none"> • GCSE or equivalent in English and Maths • IOSH or equivalent • MiDAS and PATS trainer certified (The post holder must have completed the qualification within two years of appointment) 	Application
Experience	<ul style="list-style-type: none"> • Experience of working in an operational service • Experience in performance monitoring 	<ul style="list-style-type: none"> • Experience of supervising large numbers of staff • Experience in performance management • Experience of working in administrative environment • Experience of working both as part of a team and on own initiative • Experience of working in a Customer Focused Service • Experience of using computerised systems • Experience of quality management systems, standards and targets 	Application and Interview

<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Ability to demonstrate a knowledge of Health and Safety requirements in relation to transport related risk • Ability to demonstrate empathy and understanding of the needs of vulnerable people when communicating and assessing risk 	<ul style="list-style-type: none"> • Working knowledge of relevant operational legislation, procedures and practices • Ability to demonstrate personal initiative in order to find innovative solutions to service specific challenges • Knowledge of the legal requirements associated with the operation of vehicles in accordance with O licence and section 19 permits • Knowledge of safeguarding principles • Knowledge of relevant quality standards • Ability to deal with a variety of customer issues, concerns and requests for service. • Ability to provide excellent customer service • Ability to learn and undertake multi-functional duties in a busy and challenging operational environment • Ability to deal with confidential information • Ability to record and process data accurately • Ability to work to tight timescales and achieve deadlines • Ability to communicate effectively • Well organised • Flexibility • PC literate 	<p>Application and Interview</p>
<p>Specific behaviours relevant to the post</p>	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. 		<p>Application and Interview</p>
<p>Other requirements</p>	<ul style="list-style-type: none"> • Must be able to vary working hours to meet the operational needs of the service. This may include split shift arrangements varying between 7.00am and 5.30 pm Monday to Friday 		<p>Application</p>

Person Specification dated December 2020

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.