
Recruitment information

Job description and person specification

Your title	Community Transport Manager
DBS check	This post requires an enhanced DBS check and both a children's and adults' barred list check
Post number	New post
Your team	Community, Health and Wellbeing
You would be based	Mole Business Park depot (plus Civic Centre)
Your line manager	Head of Community, Health and Wellbeing

About the role

To provide strategic and operational leadership delivering the in-house community transport service as well as overseeing the wider council fleet.

The role includes overseeing the day-to-day community transport operations ensuring the highest standards of safety, safeguarding and customer service. Providing reliable and efficient transport for vulnerable and isolated residents, tending to be older people with disabilities or limited mobility who are not able to easily access public bus services. As well as the delivery of school and health service transport contracts.

You will ensure that the service is legally compliant, financially efficient and with the technical expertise to implement best practice logistics, maintenance, procurement and data capture.



Elmbridge
Borough Council

You will drive service improvements whilst inspiring, supporting and developing the team. You will take initiative and make decisions as and when required. You will always collaborate and communicate with colleagues across the organisation and external partners, remaining professional at all times when dealing with staff, customers and stakeholders.

The service will need to be flexible and change to meet the needs of the wider Community Health and Wellbeing 'Connected Communities' approach. Alongside looking at opportunities to align with the 'Surrey Connect' model of on demand bus services or other relevant provision as the council is part of the Surrey-wide Local Government Reorganisation process.

The main purpose of the role:

- To manage the day-to-day operations for the community transport service, including effective scheduling and delivery of dial a ride, group shopping trips, hire a bus, school contracts. Maximising utilisation of staff and vehicles to provide individual and group bookings to a variety of community hubs and services across the borough. Development of the service to meet the needs of the community.
- To be responsible for the management of the community transport team, including office staff, drivers and passenger assistants. Developing a pro-active, caring, collaborative and inclusive culture with continuous improvement throughout. Ensuring recruitment, training, induction and performance management of all staff and potentially volunteers. As well as working collaboratively with other service areas across the council to ensure all fleet is managed effectively.
- To oversee all financial and administrative duties, including revenue and capital budget setting and monitoring, controlling costs and identifying efficiencies, revenue generation, contract management, effective bidding for grants and contracts, cost-effective procurement of vehicles and maintenance contracts, legal compliance of Section 19 licence requirements, Driver and Vehicle Standards Agency (DVSA), Traffic Commissioner and all other licensing and statutory undertakings.
- To ensure the service has excellent customer care throughout the whole customer experience, from bookings, assessments through to journeys. Dealing with feedback, complaints and enquiries with sensitivity and professionalism. Collaborating with external partners, voluntary sector organisations, care homes, schools etc as well as internal and external stakeholders with a customer-first solutions-driven attitude.
- Ensure robust health and safety and safeguarding policies and procedures are implemented and regularly reviewed meeting Health and Safety Executive regulations. To lead on all risk assessments for vehicles, customers, journeys and activities embedding best practice across the team, with regular training and oversight.

- To have regard to and comply with safeguarding legislation as well as the council's safeguarding policy and procedure. Ensure all staff are trained effectively in safeguarding.

Specific duties and responsibilities

- Overseeing effective daily scheduling and resourcing for the service and longer-term planning.
- Manage the entire fleet of vehicles (ranging from minibuses to smaller vans and pool cars) ensuring all are legally compliant, safe, well maintained and well presented. Full oversight of all vehicle documentation, including licences, tax, insurance, MOTs, service records and defect reporting.
- Ensure all drivers and passenger assistants are certified, with safe and legal working practices, hold appropriate licenses, undergo DBS checks and complete relevant training, including MiDAS.
- Act as the nominated Transport Manager on the organisation's Operator Licence fulfilling all statutory undertakings.
- Develop and manage a robust planned, preventative maintenance schedule with approved garages and contractors. Implement a fuel management system and oversee all fleet-related expenditure.
- Implement the council's Green Fleet Strategy, working alongside other council services and external partners to specify and procure electric vehicles, manage capital budgets and oversee a disposal programme for older vehicles.
- Develop, implement and monitor the service plan, policies, procedures and training programmes for staff (and potentially volunteers) all inline with corporate council policies and legal requirements. Oversee and ensure all daily and regular safety checks are carried out correctly and recorded by staff and specialist contractors.
- Oversee data protection compliance of the service, collect operational data and prepare reports for senior management, funding bodies and to meet Local Government Reorganisation requirements.
- Represent the Community Transport service at relevant meetings or forums as requested by the Head of Community, Health and Wellbeing. Working

alongside colleagues in the wider CHW team, develop relationships with local stakeholder organisations to ensure the transport service is meeting community needs.

- Develop strategic opportunities for improving the community transport service aligned with the 'Connected Communities' vision, 'Surrey Connect' and ensuring readiness for Local Government Reorganisation. Including developing promotional activity for the service working alongside the council's communications team.
- To support during an emergency to provide transport to rest centres, including outside of standard operating hours.
- There may be the need to work occasional evenings and weekends.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Community Transport
Manager**
**Team: Community, Health and
Wellbeing**
Salary: P038-P041 £48,091-£51,653

Post no: new post
Hours: 36
Car allowance: Casual C3 C4

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	GCSE Maths and English or equivalent. Or able to demonstrate relative experience showing effective and accurate communication – verbally and in writing as well as good numeracy.	E	A, I
2	Logistics or transport management recognised qualification or the commitment to undertake this within the first 6 months of the role.	E	A, I
3	First aid at work trained or the commitment to undertake this within the first 6 months of the role.	E	A, I
4	Managing Safely IOSH qualification or equivalent. Or commitment to undertake this within the first 6 months of the role.	E	A, I

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
5	Demonstrable experience in a management role working with complex, front-line operational services.	E	A, I
6	Demonstrable experience in a logistics, transport operations or fleet management role, ideally within a community or passenger transport setting.	D	A, I
7	Up-to-date knowledge of community transport and fleet management legislation and compliance.	D	A, I
8	Demonstrable experience in managing a mixed fleet of vehicles, including maintenance systems, procurement and scheduling.	D	A, I

9	Demonstrable experience in effectively leading, motivating and managing a team of staff.	E	A, I
10	Demonstrable experience of working collaboratively with internal colleagues across a variety of teams, external partners and organisations.	E	A, I
11	Demonstrable experience working in a service to support older, more vulnerable adults or children with special educational needs. Including safeguarding legislation knowledge and understanding.	D	A, I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
12	Ability to remain calm when under pressure and manage competing priorities.	E	I
13	Financial and budget management skills	E	A, I
14	Organisational, planning and problem-solving abilities.	E	I
15	IT literate, with proficiency in fleet management software, scheduling systems and MS Office	D	A
16	Management style to meet the values of the council – Care, Collaborate and Continuous Improvement.	E	A, I
17	Outstanding listening, communication and interpersonal skills for building trusting relationships.	E	A, I

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
18	Full drivers licence	E	A
19	Drivers licence with Minibus Category D1	D	A