



Job Profile

Post title:	Service Manager - Transport
Department:	Operations – Neighbourhoods, Transport
Job families:	Management and Leadership
Grade:	J
Responsible to:	Assistant Director Neighbourhoods
Employees managed:	Transport and Depot Team Leader, Transport Workshop Supervisors, Stores and Reception Officer
Date of issue:	July 2026

Overall Job Purpose

To lead a customer focussed and commercially driven transport service to ensure operational services can deliver for residents of Ashfield.

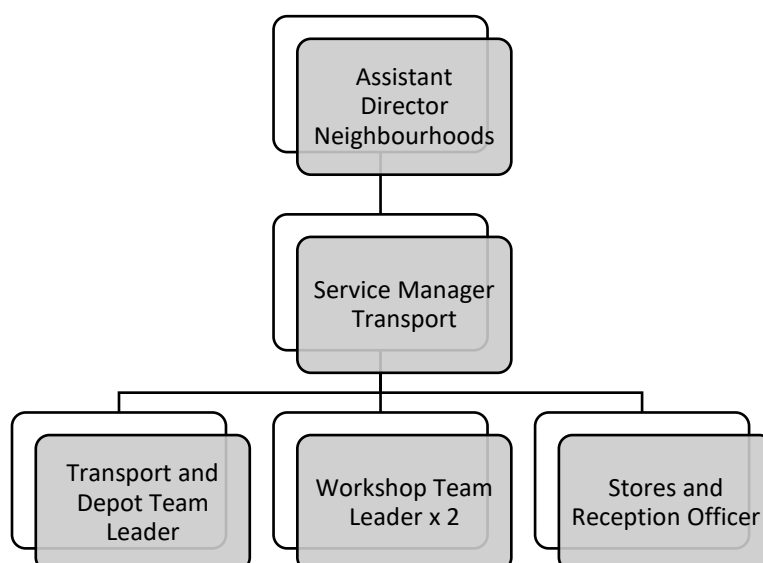
To act as the CPC holder for the authority and ensure that the requirements for the transport Operators Licence are complied with and that all services across the Council are aware of their obligations.

To be responsible for the day to day running of the Council's operational depot facility.

Working Conditions

- Office based and mainly in a sedentary position, some limited requirement for standing and walking, and/or carrying of equipment and resources.
- Some time outside in depot walking around and within the depot workshop area
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Operational management

- To take a commercial approach to management of MOT, Taxi and fleet management services
- To deliver fleet management services in line with operational service level agreements
- To be responsible for the fuel facilities and a testing centre
- To ensure the safe operation of the depot site and work with other managers and supervisors to ensure that the facility operates effectively.
- To lead on working with services to support compliance with operator's licence conditions and to report to Assistant Director/CLT/CEO any areas of non-compliance
- To be responsible for overseeing the implementation of Council policies in relation to employees within the team including absence management, disciplinary etc.
- To be responsible for relevant safety law and regulations under the Health and Safety at Work Act and Road Traffic Act and associated legislation
- Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented, including proper handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the posts in your team.

	• Demonstrate a commitment to the delivery of excellent service for all customers and service users. • Carry out any other reasonable duties and responsibilities.
Communication	• To promote equal opportunities and equality of opportunity across the range of services delivered by the Service Area
Partnership / corporate working	• To ensure the operational delivery of Corporate Plan and Service Plan priorities, key projects, and Service targets. • To lead on corporate and business projects as directed • To work closely with the Assistant Director and Corporate Leadership Team, relevant Elected Members, to operationally manage the services under your remit and responsibilities within the overall Policy Framework and Constitution of the Council. • To attend meetings of the Select Committees and other corporate committees and working groups, Corporate Leadership Team Forum and Performance Boards, providing necessary briefing and reports as required • To represent the Council at meetings with partners and other public and private sector agencies, voluntary groups and individuals at a local, regional and national level as required, helping to influence policies and strategies relevant to Ashfield. • To effectively manage the Council's Operators Compliance Risk Score, to construct and present an annual report on the OCRS to CLT
Resource management (including Financial and Physical)	• To lead on the delivery of the Council's capital vehicle replacement strategy, ensuring service needs are analysed and robust business cases are prepared for any changes to the strategy • Manage and / or use resources in ways that ensure value for money, robust management and monitoring of budgets and contract management. • To be responsible for operations and management of Assets and data within your service area • Performance management and development of employees within your team, including completion of mandatory training.
Systems and information	• To construct and present performance reports at quarterly Transport Liaison Meetings • To be responsible for the production and preparation of risk assessments and business continuity plans related to transport and depot • To develop and maintain the Council's transport policy and drivers handbook
Strategic management	• To lead on transport strategy development ensuring the authority is appraised on any future changes in national policy that impact the cost or ability to deliver the service

	• To perform such other duties falling within the post or as may be required by Assistant Director Neighbourhoods or Executive Director for Operations • Live and breathe the Corporate Values. • Working with the Assistant Director, to develop and operationally deliver policy and strategy. • To ensure robust data and operational performance management and monitoring
--	--

Competencies

Please refer to the Leadership Competency Framework for more information about the behaviour descriptors for each competency.