CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT:** **Childrens Services** | **SERVICE GROUP:** **Passenger Transport Services**  |
| **POST TITLE: Customer Planning**  **Co-ordinator (Transport Planner)** | **REPORTS TO: PTS Operations Manager**  |
| **GRADE: Band 8**  | **SAP POSITION NUMBER :**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** |
| The post holder has specific responsibility for the children and adults’ home to school/centre transport service but can also be required to carry out the duties of any similar planning post as required by the Operations Manager. The main purpose of the post is to be:* Responsible for managing the day-to-day planning operation and implementation of a safe, compliant, and cost-efficient service.
* Awarding contracts to external suppliers and ensuring all relevant operational processes are carried out.
* Responsible for the provision of support to other operational functions as required.

**It should be noted that the above combinations of service areas will be flexible and therefore this post holder is required to be generally competent in all of the above** |
| **Main Responsibilities of Post:** |
| 1. Responsibility for the efficient planning and smooth running of the service by effectively responding to service requests and variations. Planning and scheduling taxi and minibus services for in house fleet and external providers. Use routing software to plan and schedule routes whilst considering costs, resources and the diverse needs and abilities of service users and licensing and health and safety requirements. Work with external providers to ensure they are providing a service to meet the needs of service users.
2. Collective responsibility for the development and mentoring of approx. 500 employees including preparing and delivering staff appraisals and maintaining accurate staff records in accordance with appropriate policy. 1st point of contact for the planning, co-ordination and mentoring of approx. 500+ employees including sickness absence, appraisals, timesheets and payroll variations, accident/incident report, welfare visits, improvement notices and any other work-related function. Effectively communicate with staff to ensure views and are valued and communicated professionally within agreed timescales.
3. Tendering and awarding of routes, circa £10 M, ensuring the needs of the customer are met Responsibility for ensuring Value for Money (VFM) including continually reviewing and auditing processes, procedures, and guidance to ensure the service operates in a cost effective, consistent, and efficient way. Carry out efficiency work to ensure the most expensive transport costs are reviewed regularly and passenger escorts are all placed to ensure we are achieving value for money.
4. Effectively communicate with staff, contract holders and customers (internal and external) to meet business needs and ensure that customer views are valued and communicated professionally within agreed timeframes.
5. Actively monitor, investigate, review, and implement actions which minimise the potential for safety breaches. Ensure accurate and timely actions are taken for incidents, accidents, conduct reports, allegation management and customer / stakeholder queries and complaints, completing full investigations and progressing to formal, corrective, or preventative actions as required, ensuring all documentation is completed and follow up any action is carried out and monitored.
6. Contribute towards meeting objectives set out in the Service Plan by working with the Operations Manager towards achieving personal KPIs to meet the needs of the service.
7. Carry out interviews as required to conduct return to work interviews, staff appraisals, home visits, accident investigations, disciplinary presentations, welfare reviews, improvement notice reviews, authorise/implement holidays and other absences ensuring correct documentation is completed and follow up actions carried out. Work effectively on behalf of the operational support team to conduct recruitment interviews and help meet service needs by leading and actively getting involved with recruitment. of passenger escorts and drivers (shortlisting, interviewing, and skills testing). Ensuring all relevant documentation is completed, responsible for checking documentation for DBS checks and background references are received and checked in line with Bradford councils’ policies and procedures. To participate in the training and development as necessary to ensure up to date knowledge and development. Make recommendations for improvements and identify any gaps.
8. Carry out customer service visits to both Schools and Centres at pre-arranged dates and times. Report and discuss concerns, transport updates or allegations and any customer concerns/issues to OM and follow through any actions or recommendations required producing clear and accurate reports.
9. Effectively communicate with both internal and external customers, provide relevant and timely information on service changes, to include providing appropriate reports as directed by OM. Ensure all activity is manned according to the customer requirements and all associated administration work is completed in line with relevant procedure. Aid in the production of information material for both internal and external use. Continually reviewing and auditing processes and procedures to ensure the service operates in a cost effective, consistent, and efficient way.
10. Responsible for ensuring all commercial activity is manned accordingly to customer requirements, Responsible for allocating resources to meet customer needs whilst ensuring value for money and the safeguarding of children and adults. Responding to phone calls, emails, and requests for data from customers, suppliers, and other stakeholders in a timely and professional manor. Maintaining accurate record keeping and system updates.
11. Responsible for conducting compliance audits to ensure that private hire contractors adhere to specifically agreed guidelines whilst carrying out contract work on behalf of the Local Authority. To ensure that all drivers and escorts adhered to the procedures set by passenger transport services. Conduct school checks to ensure the service is operating safely and adhere to the high standards of service delivery. Change procedures where there are concerns relating to the safety of staff and service users and carry out robust risk assessments.
12. Observe the Council’s Health and Safety Policy and comply with current Health and Safety Legislation and to be responsible for the welfare, health and safety of colleagues, staff, and service users within designated areas of responsibility. Carry out other duties as required in support of service needs.
13. Actively manage data protection including ensuring the safe keeping of personal, confidential, sensitive, and business critical data retained in a variety of formats complying with GDPR regulations and requirements. Actively report all safeguarding concerns to DSL within the service and schools/centres. Monitor and report where necessary and take advice from other services. Collect and collate all relevant information relating to safeguarding concerns and take any necessary next steps. Liaise with social workers and early help teams to share information.
14. Daily use of specialist IT mobility solutions, SAP for financing, invoicing, order raising, payments, requisitioning, DPS tendering software, Specialist Route planning software and the Microsoft office suite. Contribute towards the development and implementation of the planning and scheduling systems ensuring it meets the requirements of the SEND transport team and other stakeholders.

The post holder will communicate verbally and in writing with a wide range of people, for example:* Members of the public
* Staff across the Council at appropriate levels
* Council partners, government departments and other public sector organisations and external agencies
* Taxi operators and suppliers
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| **Structure: Transport Service (current state)**1 x Strategic Transport Manager 1 x Operations Manager Commissioned1 x Service Support Manager 1 x Operations Manager (Core Fleet) (VACANT)1 x Operations Manager (assessment)1x Operational Support Manager 1 x admin1x Finance Officer2 x operational contracting co-ordinator 6 x planners1 x Trainer/Assessor 5 x supervisors 2 x planners 4 x assessors 1 x admin 260 x Escorts 73 x drivers66 x escorts 6 x Travel Trainer  |

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| **Special Knowledge Requirement: Will be used for shortlisting.** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | **Essential** |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the postholder is required to meet the Lower threshold level.You should be able to demonstrate that you can use a wide range of simple words and a standard English sentence structure to express and maintain a flowing conversation even though you pause to think of the correct words with the ability to express and make yourself understood (this will also be tested during the interview). | **X** |
| Sets, agrees and monitors realistic milestones & standards when planning | **X** |
| Carries out supervision & appraisal to support staff, maintain standards and convey priorities | **X** |
| Able to deal with high volumes of internal and external customers and all employees who are either home based or depot based daily both face to face, over the telephone and via written communication | **X** |
| Able to use a wide range of IT packages including Access Databases, Excel spreadsheets and Word and be able to implement, maintain and manage accurate information retention systems both manual and computerised. | **X** |
| Can diffuse difficult and potentially harmful situations where appropriate | **X** |
| Able to consider the best option/solution to multi-faceted problems | **X** |
| Knows and understands how to use, interpret, handle, and communicate information effectively, in a sensitive and appropriate manner  | **X** |
| Able to read, understand & convey relevant information to individuals and groups | **X** |
| Manages their own time efficiently, balancing short- & longer-term issues | **X** |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work  | **X** |

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| **Relevant experience requirement: Will be used for shortlisting** |
| Must be customer focused, highly PC literate, well versed in common workplace policies and procedures, have demonstrable experience of delivering a Value for Money (VFM) service, be able to multi task and work under pressure, have a flexible approach to working patterns.  |
| Experience of using computerised databases, Excel spreadsheets, Outlook, and Word plus the ability to extract, collate and present extensive statistical information |
| **Relevant professional qualifications requirement: Will be used for shortlisting** |
| NVQ Level 2 or above in a relevant subject or be able to demonstrate this level of ability during the interview or by testing |
| **Core Employee competencies to be used at the interview stage.**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.  |
| **Communicates Effectively**  |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating, and persuading and handling private, confidential and sensitive information**.** |
| **Carries Out Effective Decision Making**  |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem-Solving** **Activity**  |
| Covers a range of analytical skills required for gathering, collating, and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect**  |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Working Conditions:**  |
|  The PTS Planning Office is open from 6.30am until 5.00pm therefore Customer Planning Co-ordinators are required to work within a range of start times to meet operational needs.Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
| **Reformatted by: R.Eastwood 12/23** | **Grade Assessment Date:** | **Post Grade:**  |