

JOB DESCRIPTION

Job Title: Transport Commissioning & Allocation Officer
Directorate & Section/Unit: BEC /Integrated Transport/Transport Commissioning & Logistics
Salary Grade: Scale 6

Reporting to: Transport Commissioning Manager
Management Responsibility for: N/A

Purpose of job: Be responsible for the day to day operational, contractual and performance management of all Adult and Children's Social Care and Special Educational Needs transport, for vulnerable clients within a demand responsive environment.

To be responsible for the financial performance of contracts, ensuring they accord with the original contract award, with any amendments captured by a change control mechanism.

To be responsible for monitoring relevant budgets, and submitting monthly forecast reports to the Transport Commissioning Manager, to accord with the profile of the forecasting schedule.

From a commercial perspective, produce monthly reports, identifying contractual amendments, impact on costs, client and contract trends.

To assist with the commissioning of all Adult and Children's Social Care and Special Educational Needs transport, for vulnerable clients within a demand responsive environment.

To assist with the development of passenger transport initiatives in accordance with legislation, financial regulation and divisional procedures which meet the policy requirements of the Business, Environment and Community and client directorates.

To assist with continual appraisal of the operator network, identify market shaping opportunities, and cost reduction initiatives,

Main Activities & Responsibilities:

1. Lead the process with the relevant Team Leaders in Special Educational Needs, Access and Inclusion and Social Services to ensure that all transport requests satisfy the various criteria laid down in relevant Council policies and that the procedures required by client directorates are followed.
2. To be responsible for undertaking financial and operational negotiations and arranging transport contracts, ensuring appropriate commissioning and audit policies and procedures are complied with, including updating and maintaining databases.
3. To effectively commission, manage and review short breaks transport provision and liaise with short break centres, social workers, operators and parents/carers to ensure the appropriate transport is provided for the specialist needs of the clients. The demand for such transport can be extremely volatile and the requirements and needs of clients change on a daily basis.

4. To be responsible for the allocated client budget in accordance with financial regulations, monitor and advice on expenditure incurred and anticipated; produce statistics and costing's as necessary to enable appropriate management decisions to be made, in line with the finance self-service model.
5. Assist the Planning and Review Officer in the area review and commissioning process, make proposals for special needs/social care transport in consultation with the appropriate contacts at the appropriate establishments to ensure that the changes continue to meet the needs of the clients.
6. Assist and provide advice to the Planning and Review Officer where necessary to ensure tendering and contracting of services has a commercial focus in terms of the council's future fit and open for business strategies.
7. Make decisions based on policy in the management of performance issues in relation to transport of clients, liaising with senior management only in exceptional circumstances.
8. To manage enquiries and complaints from the general public and all other parties recording these and taking action as appropriate. Advise the Transport Commissioning Manager as appropriate.
9. To produce reports as required for the Transport Commissioning Manager for relevant KPI and Transport Dashboards, clearly identifying changes in cost, client numbers, and contractual change control statistics.
10. Producing financial and statistical information to inform senior management and client directorates in service provision and policy decisions
11. To record accurately contract and client information for effective control and monitoring of the Councils transport network, and keep all personnel and client data securely in accordance with the requirements of the data protection act and County Council data storage procedures
12. To manage and prioritise own workloads together with the consulting with the wider team, ensuring essential tasks are prioritized in a fast moving challenging environment.
13. To manage a comprehensive communications regime ensuring stakeholders are briefed on the appropriate subject matter at the correct juncture of the process.
14. To attend consultation meetings, forums, and surgeries pertaining to transport related matters, representing the authority as required.
15. Ensure that all financial queries raised regarding invoices are resolved and invoices returned in a timely manner. This involves liaison with the finance team and operators to ensure correct payment is made and rejected invoice percentage meets the set target.
16. To ensure an understanding of the needs of a diverse range of clients to enable fit for purpose transport to be commissioned for the individual needs and compliance with Health and Safety.
17. To identify any potential child protection (Safeguarding) issues through daily activity and ensure matters are raised with the appropriate officers.
18. To work with appropriate colleagues to actively augment transport provision provided by third sector organizations.
19. To lead and undertake any investigation as required into contract performance issues
20. Ensure personal development is maintained, in particular pertaining to relevant legislation relating to commissioning and transport of clients.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school based staff

External: District & County Councils, Government Agencies & Departments, Healthcare Professionals, PCT, Police, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers.

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Author: SP/PS

Date: June 14
Date of grading confirmation: