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# JOB DESCRIPTION

**Job Title:** Principal Transport Allocation Officer

**Directorate & Section/Unit:** Economy and Infrastructure

**Reporting to:** Head of Transport Commissioning and Network

**Responsible for:** N/A

**Salary Grade:** PO1

**DMA Management Level: Frontline**

**DMA Span of Control (Direct Reports):** N/A

**Our People Values:**

To uphold and act in accordance with Worcestershire County Council's values:

* ***Customer Focus -*** Ensure delivery of a high-quality service which meets the needs of

customers

* ***Can Do Culture -*** Be proactive to achieve excellence, finding solutions and creative

ways of working

* ***Freedom within Boundaries -*** Make constructive change through cohesive decision making,

ensuring services are responsive.

## Purpose of job:

* To be the Principal Allocation Officer for all areas of Transport Operations, responsible for the delivery, day to day management and monitoring of the Council’s Transport Operations, in accordance with relevant legislation and Statutory Duties.

To include –

* Home to School Transport Operations under our statutory and discretionary polices,
* Adult Social Care Transport Operations,
* Subsidised Local Bus Transport Operations,
* Responsible for the planning and supervision of the Allocation Officers daily work loads, ensuring statutory timescales for the delivery of transport are achieved and managed efficiently.

## Main Activities & Responsibilities:

* To manage the incoming work streams of the Transport Allocation Officers ensuring that internal resources are allocated as appropriate to ensure that statutory deadlines are met effectively and efficiently.
* To Monitor, record and analyse all areas of incoming work streams both internally and externally service requirements to identify areas of growth and resource requirements as well as
* To plan and allocate work as appropriate to the Transport Allocation Officers and supervise the work where required, to also be the first point of contact for those post to escalate any issues.
* To assit on the production of options appraisals and recommendations for service design, develop optimum locally tailored solutions ensuring an appropriate realistic timeline for contract mobilisation.
* To monitor (jointly with Contracts & Compliance Manager) monthly Key Performance Indicators (KPI's) to monitor operator compliance/performance including plans of action to address non-compliance or under performance.
* To be the lead for developing operational relationship management ensuring interest in transport provision and opportunities for providers is communicated effectively.
* To develop and manage processes for monitoring performance of contractual services
* Develop and maintain an emergency plan, based on market intelligence identifying which operators in which area are likely to be able to provide services at short notice, e.g. operators of last resort.
* To provide a response and coordination for the team in weather events such as snow, flooding etc..
* To assist with the monitoring of transport budgets and to provide robust financial business cases to deliver operational efficiencies.
* To work in conjunction with the Principle Transport Review Officer to deliver service analysis that evidences whether the performance of commissioned services is meeting statutory requirements and that the desired outcomes are being delivered, including evidence review and evaluation of results of QA monitoring
* To produce reports for senior management on incoming task volumes and trends and recommend efficiencies and resources requirements.

## Generic Accountabilities:

1. 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
2. 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

1. The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

## 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, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers,

statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

## Additional Information:

* The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner
* 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: Stuart Payton Date: December 2024

**WCC Logo
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# PERSON SPECIFICATION

**Job Title:** Principal Transport Allocation Officer

**Directorate & Section/Unit:** Economy and Infrastructure

**Salary Grade:**  P01

## EXPERIENCE:

It is **essential** that the post holder has:

* Substantial experience in the commissioning and managing operational transport services
* Significant experience of managing operational contracts
* Significant experience of successfully managing, operating and negotiating with public and private organisations
* Significant experience of procurement processes and procedures
* Significant experience of supervising a team
* Significant experience of financial processes and procedures including reviewing, monitoring and budgetary control in a commercial environment
* Considerable experience of using IT systems and software packages
* Considerable experience of developing, implementing and monitoring KPI's
* Considerable experience of change management and process re-engineering

## KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

* Specialist knowledge of WCC Education Travel Policy and Assessment processes
* Expert knowledge of commissioning services
* Specialist knowledge of successfully managing contracts across a diverse operator base
* Specialist knowledge of procurement processes and procedures
* Specialist knowledge of managing a team
* Specialist knowledge of financial processes and procedures including reporting, monitoring and managing budgets
* Detailed knowledge of technology packages and software
* Detailed knowledge of managing, implementing and monitoring KPI’s
* The ability to contribute to innovation initiatives successfully drive change and service area improvements
* The ability to negotiate and operate with a public or private sector organisation
* The ability to investigate, report and analyse information from a range of sources
* The ability to identify and assess the needs of customers, taking ownership and appropriate action whilst demonstrating tact and diplomacy
* Excellent interpersonal and communication skills – both written and oral - and the ability to establish positive relationships with a variety of staff, elected members and external agencies, groups and individuals
* The ability to analyse and solve complex issues effectively
* The ability to deal with sensitive and /or confidential information and ensure GDPR compliance
* The ability to evidence effective outcomes through intelligence-led market shaping and development
* Good planning, problem solving, numerical and analytical skills.
* The ability to attend meetings at various locations
* The ability to work outside normal office hours occasionally, if required

## QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

* A Level 6 qualification or equivalent compensatory experience.

It is **desirable** that the post holder has:

* A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office
* Membership of an appropriate professional body
* Passenger Transport CPC

Author: Stuart Payton Date: May 2024