

Transport Coordinating Officer (Passenger Transport Unit)

Service	Reporting to	Location	Grade
Children's Services	PTU Operations Manager	Turnpike Depot/Agile Working	2C

About the role

- As a Transport Coordinating Officer, you will value and actively contribute to the vision of the People Directorate and demonstrate a commitment to the Passenger Transport Unit way of working, helping to ensure that transport services are responsive and inclusive for students, their families, educational establishments, local authority staff, vehicle suppliers and driving staff by working effectively with the Operations Manager and the passenger transport unit team to ensure that the requirements of *Education Act 1996* / current legislation and regulations are met regarding provision of transport service to eligible SEND students, ensuring the authority can fulfil its statutory duty.
- You will be directly involved in assessing and periodically reassessing the personal transport needs of new and existing student passengers ensuring that seating and access requirements are appropriate to individual student needs, enabling them to access services and provisions throughout the academic year.
- You will be directly involved and responsible for the allocation of seating and accessible places within existing transport capacity and if required, create new capacity in line with operational requirements by use of laid down procurement procedures, assisting the operations manager to place route opportunities to the market for tendering by approved vehicle suppliers. You will also engage short term and temporary vehicle resources from approved providers in a fair and cost-efficient manner.
- You will assist the operations manager in ensuring that all routing is carried through in a manner which makes best and efficient use of all operational resources, providing the highest quality service for all passengers carried, in the most appropriate way.
- Where required you may be required to deputise for the operations manager.
- You will effectively manage the allocation of the authority's permanent and casual passenger assistant staff in line with passenger transport unit operational requirement. You will ensure that operational staff attendance is monitored in line with the authorities laid down guidance and procedures. Where required you will support the operations manager regarding any issues related to attendance management.

- You will advise the operations manager regarding service issues in a timely manner assisting them to plan for all service eventualities which may hinder the service and authority from meeting its statutory duty.
- You will be first contact point for and coordinate and effectively manage the relationship between service users, parents and carers, schools and local authority casual and permanent staff tasked across the SEND operation, actively regulating service level quality and resources provided by approved vehicles suppliers used in the fulfilment of the home to school service. Working on your own initiative you will demonstrate resilience and innovation using your knowledge and experience of Bus, Coach, Hackney Carriage and Private Hire operational methods and legal requirements to provide outcome focussed solutions to issues that arise.
- You will effectively investigate and manage all complaints and concerns related to the transport service and advise the operations manager when appropriate where formal or higher-level response may be required and brief team colleagues and the operations manager on an ongoing basis regarding any service issues which may occur.
- Together with our administrative staff you will assist and proactively maintain all paper and electronic documentation and data relevant to the safe transport of students, families and vehicle suppliers records and take a positive interest in the development of the passenger transport unit systems and processes and by use of innovative working and approach, seek to improve the operational efficiency of the unit and improve the quality of experience for all service users, staff and resource providers.
- You will be flexible, working on an agreed rota system with your colleagues to maintain daily operational continuity as required to meet the needs of the service.
- You will develop and maintain positive working relationships internally and external to the passenger transport unit with colleagues and other professionals, students, parents and carers and supplier organisations communicating well at all levels, showing consideration, concern and respect for other people's feelings, opinions and differing needs and viewpoints, whilst maintaining operational continuity.

Key outcomes

- List what will be achieved by the role-holder through the responsibilities listed above. Think about outcomes at various levels: team, department, directorate, organisation, city.
- Ensure all service eligible SEND students requiring access to educational provision are allocated a place on a suitable vehicle, within reasonable timeframes given available staff and vehicle resources, having regard for student requirements based on an assessment of their individual needs prior to placement and within the parameters of the Education Act and the service provided under policy and procedure by Salford City Council, Childrens Services Directorate.
- You will actively and enthusiastically support all colleagues within the passenger transport unit team to maintain the service quality across all routes by efficient and logical use of all staff and vehicle resources and assist the administrative staff in maintaining all records and data in relation to the service provided to students.
- You will offer clear advice, guidance, support and where required, specific direction to all stakeholders connected with the service regarding the passenger transport unit methods of operation, policies and procedures.
- You will offer clear advice, guidance and innovative support to the operations manager where required, to assist them in the continued development of the service, its policies and procedures
- You will assist the operations manager in developing and delivering staff training packages as required from time to time and assist in the recruitment process for new staff where required.
- You will always ensure that the safety and welfare of children, young people and vulnerable adults you provide service to in the course of your professional duties is paramount at all times, responding appropriately to reports of harm, abuse and neglect appropriately
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What we need from you

- To model and demonstrate our values and behaviours.
- Proven experience, skills and ability in a similar role with a record of delivering successful outcomes in logistical resource and staff planning
- To be a trusted first point of contact for all stakeholders, handling and following up service complaints using your experience and knowledge to provide successful outcomes or provide alternative solutions.
- To model and demonstrate our values and behaviours thereby enhancing personal and unit professional credibility
- You will have previous relevant experience of coordinating specialised passenger transport logistics related to SEND students.
- You will preferably hold an industry recognised qualification in passenger transport and have a willingness to work towards obtaining higher relevant qualifications if required by the passenger transport unit.

- You may be required to undertake and successfully complete relevant training programmes as required by governing regulations, guidance and the City Council policies and procedures.
- Enhanced DBS clearance
- Willingness to flexibly work on a rota system with colleagues or outside of standard office hours as required by the needs of the service.
- To work in accordance with People Directorate and Salford Council policies and any other relevant other statutory guidance and co-operate with any inspection process.
- To assist and be proactive in the management of all staffing hours and physical resources used in the fulfilment of the SEND home to school transport service and make operational decisions based on your experience and knowledge of the service and the role of its staff.
- Demonstrate a willingness to engage in reflective practice and commit to ongoing personal & professional development where available.
- When required, be willing to travel throughout the city and on occasions to other authorities to attend meetings to deputise for the operations manager or colleagues, meet with stakeholders, carry out on site contractual and quality maintenance checks in regard to commissioned vehicles, assist in the interview and recruitment process for new staff.
- Knowledge and experience of procurement and tendering procedures and background protocols.
- Experience of route planning or scheduling software systems.
- Assist and advise the operations manager in the design and development of new work practices, operating procedures and IT implementation if required, be able to demonstrate resilience under pressure, assist and support colleagues in the adoption of new processes and undertake such additional duties as requested, which are reasonably commensurate with the level of this post
- Ability and knowledge of the attendance management, appraisal and supervision policies of the authority and follow through the laid down processes regarding staff attendance within your operational staff team or group.
- Able to understand and make use of Microsoft Office “Teams”, and associated and all standard Microsoft programmes used by the passenger transport unit to enable them to store and manipulate data to produce relevant documentation for contractors parents and schools, additionally be able to use the .GOV Notify text message system.
- You must understand and maintain confidentiality and ensure data protection under the current General Data Protection Rules is adhered to within the work of the unit
- Use personal assertiveness and ability to deal with confrontation from stakeholders effectively and appropriately.
- Base your working attitude, output and achievements and activities on the Salford Values to obtain successful outcomes for all stakeholders and colleagues.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteofapprenticeships.com/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our vision and priorities

Our vision

The council has a vision is to create '**A fairer, greener and healthier Salford**'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

The Great Eight are:

Tackling poverty and inequality.



1

Creating vibrant places and spaces.



2

Tackling the climate emergency.



3

Skills and education (A Learning City).



4

Affordable housing and reducing homelessness.



5

Promoting transport and digital connectivity.



6

Creating an economy for all.



7

Tackling health inequalities and providing the best possible care.



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Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: