JOB DESCRIPTION

TITLE: **Travel Operations Manager**

POST NUMBER: **TBC**

DEPARTMENT: **Children, Families and Education**

DIVISION: **Education**

UNIT: **Passenger Transport Unit**

RESPONSIBLE TO: **Transport Services Manager**

GRADE: **M4**

PURPOSE OF POST:

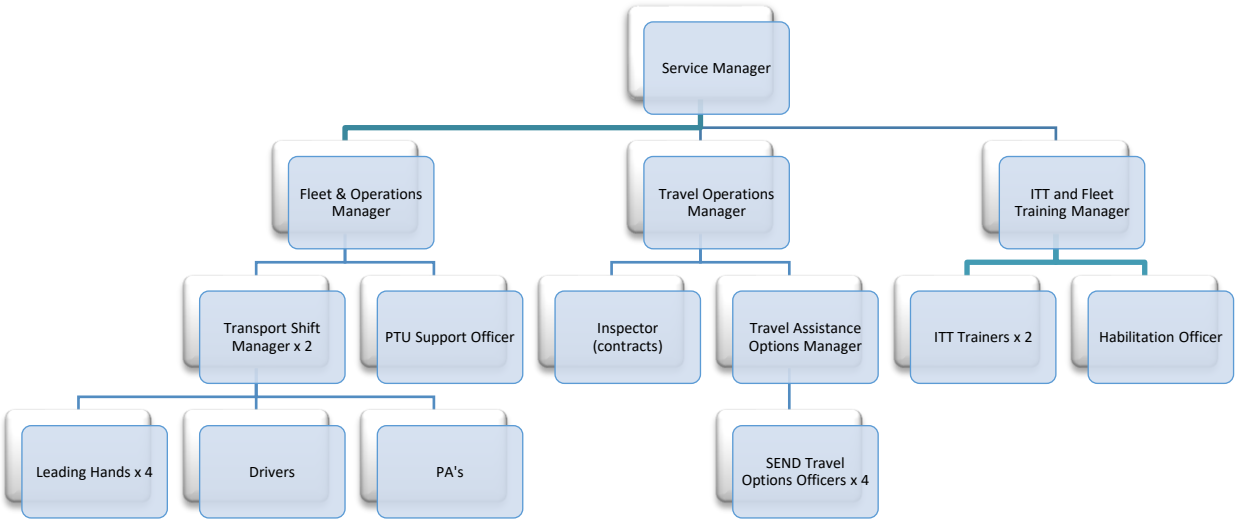
Local authorities have a statutory duty to ensure that eligible residents are provided safe and secure travel assistance as required. A key part and main responsibilities of this role is ensuring the operation is managed effectively with a service provided that is of high quality, legally complaint, cost efficient and sustainable in line with net zero aspirations and Luton 2040 Vision.

In addition, the postholder will assist the Service manager in providing operational & strategic leadership and direction for the Council's Passenger Transport Service delivery including efficient use of the council's transport fleet and externally commissioned services. The role will ensure high quality and efficient delivery of the council's transport commitments covering an end-to-end service that meets the statutory and operational requirements for a long-term sustainable service that is efficient and makes best use of public funds. The post will assist the implementation of transport policy, ensuring the health, safety and safeguarding of service users, and for managing travel demand within budget and securing cost reduction within a deficit recovery plan.

ORGANISATION CHART

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Principal responsibilities		**%**
1.	Manage the operational delivery of Luton Council's main travel assistance offers, including Personal Travel Budgets and mileage allowances, vehicle transportation buses & taxis (allocation of), and referrals for Independent travel training.	10
2.	Provide direct line management to the Travel Assistance Options Manager and the Inspector contracts Ensuring all staff receive regular. high quality, challenging and reflective supervision contact in accordance with council Policy, procedure and guidance.	10
3.	Manage the risk assessments of staff, routes and passengers using health and safety principles to implement suitable strategies/changes to rectify issues when necessary.	10
4.	Maintain an audit of risk assessments, and ensure they are reviewed periodically and as required.	10
5.	Review, process and approve invoices from our third-party providers ensuring adequate and appropriate checks are carried out to protect the council's finances.	10
6.	Manage the council's quality assurance processes around transport provision of both internal and external delivered transport by coordinating compliance inspector audit visits and on-site spot checks.	5
7.	Provide external contract management including the delivery of key deliverables and within a tight financial framework. Ensure that long-term contracts for the services are procured in line with corporate policies including carbon, climate change, social value as well as providing value for money.	5
8.	Lead on the procurement and management of all contract or agreement arrangements with transport providers, including specification, negotiation and tendering in accordance with all relevant legislation and Council regulations to ensure the provision of safe, sustainable and cost-efficient	5

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	transport within agreed budgets	
9.	Oversee the council's Application and Eligibility Options Team to ensure that all passengers receive appropriate travel assistance support based on	5
10.	needs and statutory duties, and ensuring that travel arrangements are reviewed in line with policy.	5
11.	Contribute to the wider management of the service in its role of developing and implementing policy, and reviewing both operational and performance issues, and problem solving where required.	5
12.	Encourage and develop positive relationships with schools, parents, carers and all key stakeholders.	5
13.	Act as the Designated Safeguarding Lead (DSL) for the Passenger Transport Unit (PTU), ensuring the effective implementation of appropriate safeguarding procedures and promoting a culture of safety and well-being for all staff and passengers.	5
14.	Provide lead responsibility for the Passenger Transport database and route planning system, working with the wider team to maintain data accuracy and route optimization for cost efficiency.	5
15.	Deputise for the Service manager as required.	5
16.	Any other duties consummate with the grade and role not listed above.	

DIMENSIONS:

Supervisory Management: 1 Inspector contracts and 1 Travel

Assistance Options manager (overseeing a team of 4 officers)

Financial Resources: circa £6M P/A

Physical Resources: N/A

CONTEXT:

The Passenger Transport Unit (PTU) delivers Council's home to school transport services and home to Centre for eligible ASC (Adult Social Care) service users. The PTU is seen as the key to maximizing the effectiveness of the Council's existing in-house fleet and, through the combination of both in-house and contracted-in, will provide improved transport services for the community both on behalf of the Council and with all other partners.

The aims of the service are to provide the strategic policy framework for the Council in respect of the environment and transport. As such, the service has a key role in the facilitating the Luton 2040 vision.

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The post holder will also assist the Transport Service Manager with working in partnership with other local authorities to develop and implement where possible integrated PTU strategies across geographic areas.

The post holder will review and optimize routes by working closely with the Transport Service Manager and Transport Team, and will also be responsible for the implementation of current laws and regulations relating to Health and Safety.

The post holder will ensure that policies, procedures and activities are revised and/or implemented in a way that ensures equality for all in the way the service is delivered, and also reflects the Council's commitment to working in partnership with the community to regenerate Luton and improve the quality of life for all its citizens. The post holder will be responsible for delivering sustainable solutions including provision of a professional, high-quality advisory service to other departments.

The post holder will assist the Transport Service Manager in negotiations with Council's suppliers as appropriate to obtain economic advantage and to optimize value for money.

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Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.				
Attributes	**Essential**	**How Measured**	**Desirable**	**How Measured**
Experience	In-depth management experience at a senior level including budget management. In-depth experience in passenger transport management or local/public authority transport coordination / planning.	1,2 1,2	Some experience in policy development and project implementation.	1,2
Skills/Abilities	Able to lead, motivate and develop employees with the ability to audit, critique and review colleagues' work. Identify compliance and coordination issues for resolution. And develop, propose and present in the most appropriate style, ideas for continuous improvement in the compliance or reporting process Strong analytical and data manipulation skills and embedded problem solving skills, utilising various reporting tools to prepare and present reports and undertake formal presentations on complex matters in a clear and comprehensible manner. Able to consult, influence and negotiate with a wide range of people at a senior level both inside and outside of the Council. Attention to detail, analytical skills to solve problems and come up with innovative solutions Using internal HR system People manager to manage staff sickness, absences, holidays etc Able to secure and manage change using performance management techniques Able to use Microsoft Office Suite or similar applications.	1,2 C 1,2 C 1,2 1,2 1,2 C 1, 2 1, 2 C 1, 2		
Equality Issues	Demonstrable knowledge and understanding of equality issues and legislation and, in particular, how they impact on service(s) provided and able to integrate equality policies into business plans, strategies, service delivery and employment practices.	1,2		

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Specialist Knowledge	In depth understanding of passenger transport issues and practices particularly in relation to home to school for SEND and ASC In-depth understanding of Home to School transport legislation for both mainstream and SEND pupils Familiarity with database/scheduling software. demonstratable understanding of local government methods and procedures, legislation particularly around procurement, commissioning and contract management	1,2 C 1,2 1, 2 1, 2	.	1,2
Education and Training	A relevant professional level qualification or equivalent verifiable experience and training. Ability and willingness to attain a Certificate of Professional Competence. Willingness to attend training sessions as deemed essential to the role: including • Safeguarding • First Aid • DSL • Autism Awareness • Dementia Awareness • PATS Trainer • Contextual Safeguarding, FGM & Radicalisation • GDPR • EDI	1,2,4 1,2,4	Corporate Membership of a professional transport body; e.g. Chartered Institute of Transport. Certificate of Professional Competence.	1,2,4 1,2,4
Other Requirements	Able to attend meetings and undertake work outside normal office hours. Able to travel to sites within the Borough and Region.	1,2 1,2		

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1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise

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We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of their work, in particular those relating to:

- Equal Opportunities
- Health and Safety
- Data Protection Act (1998) and GDPR (2018)

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