

Job Description and Person Specification

Job Title Passenger Transport Supervisor

Job Details	
Grade	Grade 6
Service	Environmental Services
Location	Whitley Depot
Job Evaluation Code	C6934D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<ol style="list-style-type: none"> Under the general direction of the Passenger Transport Manager to ensure that core services are effectively delivered, and to assist in service support activities and policy development. To contribute to service development and corporate initiatives, and to ensure that services are delivered in a customer focussed, safe and legal manner. Deputise as necessary for the Passenger Transport Manager

Main Duties & Key Accountabilities
Lead, manage and motivate passenger transport co-ordination officers, and front-line staff in the delivery of a high quality, timely, and customer focussed passenger transport service and associated activities.
Deploy and schedule resources efficiently and cost effectively to ensure that priorities are met and all work completed daily.
To lead and motivate, and train the team, setting objectives, monitoring performance and providing guidance and support as required, ensuring effective communication within the service area, so that all employees are consulted and informed about business and service objectives and they understand their role in service improvement.
Take responsibility for resolving customer complaints, service enquiries, and corporate complaints in a professional and responsive manner in accordance with the City Council's customer service strategy.
Ensure effective administration of designated budgets by providing accurate and efficient payment of supplier invoices and ensuring full cost recovery of services provided in compliance with City Council procedures
Assist in the development, review and update of passenger transport (and related activities) policy in line with all legislative requirements, and best practice (i.e. health and safety, road traffic/transport law and regulations, Disability Discrimination Act) in consultation with all stakeholders, to ensure continuous improvement and innovation in service delivery.
Ensure the distribution of corporate and service policies and procedures to all stakeholders, its implementation within post holders area of responsibility, and monitoring its compliance by all passenger transport (and related activities) service providers and operational staff.
Monitor and control effectiveness in terms of work planning, programming and delivery ensuring that the delivery of services is carried out in accordance with service specifications and customer requirements.
Ensure high standards of quality processes are maintained and comply with the requirements of external auditors/accreditation bodies (i.e. ISO9001/2000).
Ensuring performance development reviews are undertaken for all employees.
Implements the City Councils Promoting Health at Work Policy ensuring return to work interviews and any follow up actions are undertaken for all passenger transport staff
To conduct and implement first line disciplinary procedures including capability issues and disciplinary casework.
Recruit, induct, train, motivate and develop individuals and teams to achieve high levels of performance.

Ensure the security and good housekeeping of all sites, equipment and stores under the post holders control. Ensure the safety and well being of all employees in the execution of their duties in accordance with City Council and departmental safety policies.
Maintain ICT systems and administration procedures concerned with operational matters, financial planning and control
Contribute to the continued improvement of the service through active involvement in service planning and evaluation.
Co-ordinate the collation of information from within the Service Area to enable the provision of accurate statistical data as required. Develop and maintain databases as necessary and generate required reports.
Participate in the provision of timely and accurate management information relating to the operational service area and external suppliers.
Develop, promote and maintain links with all stakeholders to ensure that the service is delivered to the highest standards.
Coordinate customer satisfaction surveys and organise service user group meetings, analyse responses and recommend service improvements and actions for consideration by the Passenger Transport Manager.
Organise and attend meetings, seminars and events and produce documents and presentations to evaluate policy priorities and develop implementation strategies.
Ensure all legislative requirements associated with the service are complied with, and appropriate enforcement action taken as deemed necessary, and administrative procedures maintained at all times.
Complete statutory and other returns in relation to performance indicators, ensuring appropriate consultation with service managers and adherence to guidelines.
Assist in the development, negotiation and monitoring of service level agreements and contracts with external suppliers and organisations.
Ensure compliance with Council's standing orders and procurement manual.
Undertake driving and escorting duties as deemed necessary by operational demands.
To be flexible in working contracted hours over an extended working day (7am – 6pm)
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Parents Vulnerable adults Families SEN children and young people Taxi Operators Police	Internal:	Social Care colleagues Fleet Services Childrens & Education directorate colleagues Passenger Transport Manager, other supervisors, coordinators, drivers and passenger assistants Adult Social Care Colleagues Safeguarding and health and safety colleagues

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
Passenger Transport Coordinators Passenger Transport Drivers and Passenger Assistants

Person Specification	
Requirements	
Knowledge	In depth knowledge of best practice within the service area.
Knowledge	Effective employee performance supervisory practice and techniques
Knowledge	Understanding of formal HR practices, e.g. recruitment exercises, counselling, promoting health, disciplinary and grievance matters.
Knowledge	Good awareness of the principles of customer care and client focused service delivery
Knowledge	Understanding and awareness of disability issues in the context of service delivery including compliance with Disability Discrimination Awareness Act
Knowledge	Equal opportunities in service delivery to ensure accessibility and appropriateness to meet the diverse needs of customers
Knowledge	General awareness of the Health and safety requirements applied in the working environment
Skills And Ability	Effective Supervisory and People Management Skills
Skills And Ability	Effective interpersonal, verbal and written communication skills
Skills And Ability	Ability to supervise teams of operatives ensuring the delivery of high quality services.
Skills And Ability	Negotiating and Influencing Skills
Skills And Ability	Ability to plan, organise, and prioritise.
Skills And Ability	Ability to problem solve and formulate contingency arrangements.
Skills And Ability	Ability to manage delegated financial budgets and targets
Skills And Ability	Ability to provide service related management information
Skills And Ability	Ability to utilise a wide range of relevant ICT applications
Skills And Ability	Flexible approach to work and ability to adapt to changing working environment
Experience	Proven supervisory experience within a customer focused service in a similar size private or public sector organisation
Experience	Working in a similar or customer service environment
Experience	A general working knowledge of human resource activities and practice

Qualification	Formal Supervisory training or equivalent qualifications
Qualification	Driving Licence, CAT D1 (101), or full PSV licence (qualified to drive up to 16 seat minibus), or pre 1997 driving licence
Special Requirements	Willing and able to occasionally work outside normal office hours as and when required by the service. This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
Special Requirements	This authority is committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expects all staff and volunteers to share this commitment

Declaration			
Reviewed/Created By:	Mark Bolton		
Job Title:	Passenger Transport Manager	Date:	24/02/25