

Job Description and Person Specification

Role: Passenger Transport Coordinator



Job Description

Job Title	Passenger Transport Coordinator
Grade	5
Service	Passenger Transport Service
Reports to	Passenger Transport Supervisor
Location	Whitley Depot
Job Evaluation Code	C6933D



About the Service your team will provide

Purpose of the role

To support the successful delivery of Passenger Transport Services to ensure the provision of an excellent and 'customer focused' can do service to all stakeholders, which reflects the vision, values, aims and objectives of Coventry City Council and its partners.

To provide 'on site' supervision and deployment of all operational staff and vehicles.

Maintain all administrative processes and procedures ensuring all information recorded and/or obtained is clear and accurate at all times.

Operation of vehicles, escort duties, and/or ancillary duties (as noted below) in relation to delivery of Passenger Transport Services.

To deputise for the Passenger Transport Supervisor as and when required and on appropriate issues

Main Duties & Key Accountabilities

Core Knowledge

- Supervise and allocate work to Driver-Escorts, Escorts and volunteers in the delivery of a high quality and customer focussed Passenger Transport Service to both 'in house' provider, and approved taxi companies, and associated activities.
- Assist in the deployment of employees and vehicles within the post holder's area of responsibility ensuring that all routes and services are operational and delivered in line with specified requirements and agreed Service Level Agreements
- Assist in the compliance of all health and safety and road traffic/transport law (Operators Licence i.e. Driver Log Books, Daily Checks) and regulations in the delivery of operational services.
- Assist in the implementation of corporate and service related policies and procedures as instructed.
- Assist in recruitment, induction, training motivation, and development of individuals and teams to achieve high levels of performance.
- Provide and contribute to an effective and efficient scheduling and routing service for all confirmed transport bookings, referrals, and requests, ensuring optimal use of resources, and value for money.

- Supervise and assist in administering and processing all transport enquiries, referrals and requests in line with prescribed procedures ensuring accuracy and confidentiality of all data/information provided/entered and validation of customer eligibility/entitlement to services prior to confirmation.
- Ensure 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.
- Assist in the investigation and interpretation of complex queries and problems which are generated from stakeholders and to generate solutions, ensuring that all communication is courteous, respectful and professional at all times.
- Assist in the implementation of the City Councils Promoting Health and Work Policy undertaking return to work interviews for front line operational employees.
- Undertake performance development reviews for all front line operational employees.
- Promote the City Council's Employee Code of Conduct across front line operational workforce and report areas of concern to the Passenger Transport Supervisor for action.
- Contribute to the development, circulation and review of local procedures and systems, and to the review of Employee Handbooks and documents which are relative to the service area.
- Undertake driving/escorting duties in the event of staff leave and/or shortages as deemed necessary by operational demands.
- To issue, control, and re-charge 2-way radios and/or mobile communications effectively at all times.
- To undertake vehicle condition checks, health & safety compliance, and uniform/ID/PPE checks to ensure compliance and report concerns to Team Leader for action.
- To assist in the investigation of all personal injury/accidents and/or near miss incidents and contribute to the update of risk assessments and safe systems of work ensuring this is communicated to front line operational employees.
- Contribute constructively to the improvement and development of the Passenger Transport Service, ensuring that quality standards, and processes are maintained and complied with.
- Operation of local ICT systems and adherence to administrative systems, processes or procedures.
- Attend meetings, workshops and focus groups on behalf of the Passenger Transport Supervisor.

- Maintain both inbound and outbound contacts and communications with suppliers, customers and colleagues in other sections, departments and organisations to ensure effective service delivery.
- To be flexible in working contracted hours over an extended working day and 7 day working week (including bank holidays on occasions).
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External

Children & Young People
Parent/Carers
Schools
Businesses, Charities, Partners
Taxi Services
Recruitment Agencies

Internal

Whitley Depot Management Team
Fleet Services
Childrens Services Colleagues in particular SEN
PTS Drivers/Escorts
PTS Supervisors and Coordinators
Technical Team and HR
All age disability

Standard information

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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Passenger Transport Drivers and Escorts

Person specification

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Knowledge	
Working knowledge of passenger transport activities including scheduling, deployment of resources, and team leadership and supervision.	
How to gather information from a variety of sources, identify key issues and provide advice to customers/staff on resolution	
Understanding and awareness of disability issues in the context of service delivery including compliance with Disability Discrimination Awareness Act	
Basic knowledge of health and safety regulations and vehicle related legislative requirements relative to the workplace environment	
Excellent Understanding of first class customer service.	
Skills and Abilities	
Good verbal and written communications skills, demonstrating empathy with customers and colleagues.	
Ability to work under pressure and prioritise conflicting priorities.	
Flexible and analytical approach to work to ensure the effective and efficient use of resources	
Effective team member.	
Ability to work under the broad direction of the Passenger Transport Supervisor and display initiative and independent action	
Ability to work under pressure and prioritise conflicting priorities	
Interpersonal skills to include sensitivity, diplomacy and assertiveness when dealing with customers, service users, and operational front line employees.	
Ability to input information accurately into local, and online ICT systems	
Ability to assist passenger in/out wheelchairs and/or in/out vehicles and be sensitive to needs of people with disabilities	
Experience	
Planning and organising work activities.	
Dealing with a wide range of people.	
Working within a customer focussed organisation	
A general working knowledge of human resource activities and practice	

Qualifications
Clean driving licence.
Special Requirements
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
Able to occasionally work outside normal office hours as and when required by the service
The post requires category D1 entitlement on the post holders driving licence.

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