

Transport Operations Co-ordinator - Home to School Transport

Salary - Band 7 - £32,061 - £36,363 per annum

Hours - 37 hours per week

Contract - Fixed term for up to 1 year or until the post holder returns from maternity leave

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

Every post is subject to PCC and Portsmouth Safeguarding Children Partnership safer recruitment procedures.

Purpose

This post provides frontline support for the Home to School/College and Looked after Children transport function. This involves providing comprehensive day-to-day administration, finance and route and workload planning to ensure all pupils/children get to and from their destinations safely

What is the role?

Reporting to the Transport Operations Manager, you will be responsible for:

- Make appropriate travel arrangements for children and young people with specific needs
- Planning routes to ensure that children and young people get transport to their intended destination.
- Continually monitoring routes to ensure they are being delivered in the most cost effective way
- Liaising with transport operators on service delivery
- Provide comprehensive day-to-day administration of externally operated transport contracts as well as PCC operated contracts
- Maintenance of essential Transport Operations databases and spreadsheets
- Provide financial administration for contracts and bus passes

- Allocation of Relief Passenger Assistants to cover absences
- Provide telephone cover for Home to School transport for early and late as required
- Issue bus passes for both school children and PCC staff
- Liaise with members of the public and other organisations regarding general enquiries in respect of the work of the Home to School Transport service including dealing with correspondence and preparing reports
- Undertake any other duty requested by the Transport Operations Manager/ Transport Planning Manager or their representative equal to the duties already carried out in the role

Who is the person?

You need to have:

- Good communication skills with the ability to articulate ideas and share information.
- A customer focused approach to work which promotes your passion to deliver excellent service and continuous improvement on the Home to School transport issues for the City's residents.
- Good interpersonal communication and networking skills which enable you to build effective relationships and have a positive influence on stakeholders and colleagues
- Ideally experience of transport co-ordination, logistics and planning is desired
- Experience of dealing with financial and budget management
- Ability to resolve unexpected problems as they arise for example a vehicle not turning up on time or vehicle breakdown.
- To use, maintain and keep secure, in line with GDPR, high volumes of sensitive personal data, both manual and computerised relating to children and young people on their particular needs
- Experience of using different IT programs such as databases and spreadsheets to collate and store data;
- Experience of liaising with Officers and Managers at a service wide level dealing with correspondence, and preparing reports
- Implementing relevant guidance and legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
- Have a thorough understanding of Safeguarding and the issues that may arise on transport



- The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post

Additional information

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full policy.