

Job Description

Job Title	Service Delivery Manager
Directorate	Neighbourhoods and Housing
Service Area	Passenger Transport and Fleet
Grade	8
Competency Level	2
Salary	£44,711 - £49,764
Job Type	Hybrid
Location	Newton Road Depot
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	A9449

Job Purpose

Reporting to the Head of Passenger Transport and Fleet, to manage, control and oversee the SEN Transport and Social Care Transport provision for Liverpool City Council.

To ensure transport is provided according to statutory guidelines contained within the Social Care umbrella and the Home to School Transport policy.

To represent the City Council at meetings with external agencies, members and senior management related to issues directly affecting SEN or Social Care Transport, such as parent forums, transformation boards, etc.

Directly Responsible For:

Principal Transport Officer

Department of:

- Transport Officers and agency support (Reporting to Principal Officer)
- Drivers
- Passenger Assistants where required (Reporting to Transport Officers)

Directly Responsible To:

Head of Passenger Transport and Fleet

Main Areas of Responsibility:

- Control of SEN Transport and Social Care Transport operation
- Direct management of SEN Principal Transport Officer
- Ensure staff and contractors meet required safeguarding and DBS requirements
- Work schedules and processes to ensure service users safe and efficient carriage
- Ensure compliance with current legislation and policies regarding SEN Transport and Social Care Transport
- Work with Fleet and other departments
- Overall responsibility to ensure safeguarding and DBS process is up to date as per LCC policy
- Ensure appeals process compliant with policy

- Liaise with contractors, service users, parents and carers, schools and daycentres regarding service delivery and response to complaints
- Ensure all controls in place regarding safe transport such as risk assessments and relevant equipment such as harnesses and child seats in use if appropriate
- Monitor and update KPIs and financial information including performance to budget
- Ensure invoices and spend is accurately controlled and reported. Oversee tender and contract information where appropriate
- Undertake investigatory or disciplinary hearings and grievances. Ensure staff absence is managed according to policy and appraisals completed on time
- Respond to complaints, Freedom of Information or SAR requests related to the department

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- Manages health and safety for local area and team

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Ensure invoices and spend are accurately controlled and reported
- Oversee tender and contract information where appropriate, including contractor performance

- Raise purchase orders and ensure invoices are reconciled accurately
- Work within the procurement process and rules of Liverpool City Council when utilising goods and services

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role may involve long periods of sitting to undertake administrative functions

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Relevant qualifications in literacy and numeracy (GCSE A - C, or equivalent) and NVQ level 5 or equivalent or working towards, or experience within this discipline

Desirable

- CPC or qualifications in passenger transport
- Evidence of current and continuous professional development
- Health and safety qualification IOSH

Experience

Essential

- Substantial experience in a management position (with a local authority would be an advantage), including managing staff in accordance with policies and procedure including conducting appraisals (A,I)
- Experience of managing successful teams with effective KPI monitoring and managing absence and sickness recording / monitoring (A,I)
- Experience working with IT systems including Microsoft Word, Outlook and Excel (A,I)

Desirable

- Experience of working in SEND or Social Care environment
- Experience in assessing risks associated with home to school transport or pupils with SEND
- Experience of managing instances of pupil challenging behaviours and finding solutions and recording actions taken
- Knowledge of route planning, vehicle scheduling and co-ordination
- Experience of utilising Excel spreadsheets and diverse ICT systems such as Capita One (EMS) or similar
- Experience in a passenger transport environment

Skills/Abilities

Essential

- Excellent written and verbal communication skills (A,I)
- Able to interpret and understand policies and legislation relevant to operation including eligibility criteria (A,I)
- Able to work with members of the public, parents, schools and other Council Officers effectively

Desirable

- UK driving licence, to make visits to educational establishments simpler, and utilise Council vehicles
- Awareness of data protection and confidentiality

Commitment

Essential

- Ability to work flexibly between 07:30 and 17:00 dependent on the exigencies of the service (I)
- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users / partners (A,I)
- Act, at all times, with integrity, honesty and respect for others, promoting diversity, equality of opportunity and challenging unfair discrimination (A,I)
- To practise and promote equality of opportunity and non-discriminatory practice (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to the City Council's Equal opportunities Policy
- A commitment to the local authority's policy on Inclusion

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

Desirable

- A positive attitude towards training and development

