

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

**Designation:** Transport Manager

**Grade:** PO6

Reports to Service Manager  
(Designation):

**Grade:** SMG1

Direktorate: Corporate Resources

**Section:** Passenger Services

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#### **Main Purpose of the job:**

To manage the delivery of an effective Passenger transport provision on behalf of, and in partnership with Client Directorates.

To be one of the nominated Certificate of Professional Competence (CPC) holders named on the London Borough of Lewisham Passenger Vehicle Operators Licence.

To monitor and manage the service budgets to secure strong financial planning and control.

Take responsibility for the day to day management, direction and control of both directly employed staff, agency workers and other service providers in the delivery of passenger services.

To provide advice on all matters relating to passenger services

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#### **Summary of Responsibilities and Personal Duties:**

1. Manage, plan and co-ordinate the Passenger Services' operation (including staff and vehicles), undertake overall strategic planning and preparation of service planning incorporating corporate/directorate strategies and policies
2. As the nominated holder manage the legal compliance of the Passenger Vehicle Operators Licence, in respect of day to day driver's hours and records both analogue and digital. Manage and supervise tachograph use, driver's daily vehicle checks and defect reporting, driver licence checks and associated record keeping, vehicle use and driving and vehicle maintenance standard.
3. Be responsible for taking appropriate action as a result of non compliance by staff, within the service, including disciplinary action, attendance at court etc
4. Maintain links with the Traffic Commissioner and the Driver & Vehicle Operators Standards Agency (DVSA) on all aspect of Operator Licence management attending enquiries and briefings as required in order to maintain full legal compliance on behalf of Lewisham.
5. Deputise for the Service Group Manager as required and represent the service at meetings and forums as necessary
6. Negotiate contracts and service level agreements and liaise with clients as necessary, reviewing all SLAs periodically to ensure that they meet additional costs and service delivery requirements
7. Be responsible for the effective and legal scheduling of service personnel and vehicles, actively pursuing efficient operation by seeking operational savings through innovative ways of working
8. Manage the budget for the service in accordance with standing orders and financial regulations.
9. Full responsibility to monitor and manage budget income and spend in conjunction with group accountants, sign off monthly monitoring accounts within the authority's financial management system.

10. Manage relations with staff to ensure service objectives are met and lead in negotiations with trade unions on issues affecting the service, involving others as necessary.
11. Ensure that the service complies with Health and Safety legislation and requirements, revise risk assessment, safe systems of work and reporting
12. Ensure the formulation, delivery and review of performance indicators and targets and provide feedback through regular, relevant and timely operational and financial data for the business, working closely with the unit accountant
13. Instigate and maintain customer surveys for client groups on an annual basis. Manage and resolve customer care issues and review as necessary dealing with any complaints
14. Develop new operational projects associated with the service and lead on their implementation including the fullest deployment of new technology
15. Manage staff development including PES appraisals and training to meet service objectives and Investors in People, ensuring that records and procedures are maintained as necessary to assist in the Council's retention of certification
16. Ensure that efficient recruitment and selection is carried out in conjunction with Personnel and that employee reviews are carried out to improve performance
17. Ensure that the appropriate procedures to manage sickness and performance are carried out
18. Work flexible hours to meet the operational needs of the service, including out of hours working and participate in an emergency call out.
19. Undertake disciplinary and capability as required
20. Attend Court and Tribunals as required.
21. Undertake any other duties within the general scope of the post as required

## **EQUAL OPPORTUNITIES**

22. Carry out the responsibilities of the post with due regard to the Council's core values, equal opportunities policies and the Directorate's goals. In particular, ensure that passenger transport projects and programmes meet the needs of all sections of the community.

Internal Contacts: These include CYP & Community Services Directorates, Fleet Services, Travel Co-ordination Team, schools and colleges.

External Contacts: This will include external employment agencies, transport providers, schools, colleges (outside Lewisham borough), IT providers, vehicle hire & maintenance companies.

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.**

Number of fully managed staff:

Title: **Operations Managers** Grade **PO2** No of posts **3**

Number of partially managed staff:

Title: **Agency staff** Grade **SC6 & SC3** No of posts **20 approx.**

**Senior Operations Manager** Grade **PO3** No of posts **1**

## **PERSON SPECIFICATION**

**JOB TITLE:** **POST NO:**

**DEPARTMENT:** **GRADE:**

**Note to Candidates**

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Equality & Diversity**

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**  
Understanding of how equality and diversity relates to this post **S**

### **Knowledge**

Excellent understanding of the issues facing the management of a local authority transport service **S**

Excellent knowledge of transport and other relevant legislation **S**

Knowledge of financial regulations and standing orders **S**

Extensive knowledge within one or more of the following areas: Passenger transport Operations, Education transport, community Services **S**

Knowledge of Health and Safety at Work Act 1974 and legal duties especially as applicable to the transport of citizens who need extra assistance **S**

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### **Aptitude**

Ability to ensure timescales are met

Ability to work as a member of the team and actively promote teamwork

Ability to facilitate the resolution of workplace conflict

### **Skills**

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Excellent oral and written communication skills

Good IT skills including spreadsheets and PowerPoint

Able to manage people in a continuously changing environment

Able to work as part of a management team contributing to the organisations overall objectives

Influencing and negotiating skills

Project management skills

### **Experience**

Of managing staff at different levels in a large organisation S

Of working to deadlines in a pressurised environment S

Of consultation with staff and trade unions S

Of management in a passenger transport environment S

Of communicating in a way which meets the needs of diverse audiences, including presenting, representing and promoting the service effectively S

Of undertaking financial and operational planning and providing statistical reports S

### **General Education**

High level of literacy and numeracy

National or International Certificate of Professional Competence in passenger carrying operations S

### **Personal Qualities**

Flexible and able to use own initiative

Commitment to high quality services

Able to maintain good personal relationships across the Council and outside

Must be able to attend out of hours emergencies S

**Circumstances**

**DBS Disclosure Required?**    **No**     **Basic**     **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post