



JOB DESCRIPTION

Job Title	Transport Officer		
Directorate	Climate and Place		
Reporting to	Individual Transport Manager – Social Care		
Grade	13		
Evaluation ref:	AG0205	Job ref:	Family CCT
Role purpose			
<p>To organise transport for eligible Social Care and Health services users into a wide variety of settings within a given geographical area of Somerset. The post holder will be responsible for tendering and managing contacts as well as overseeing the daily schedules of Volunteer Drivers within their specific area. This will involve close liaison with Transport Providers, Childrens and Adult Services, Carers and NHS colleagues.</p>			
Responsibilities			
<u>Processing Requests</u>			
<p>Receive transport requests, electronically, by fax or phone to enable service users' access to/from a variety of locations throughout the day. All bookings are entered and then managed on the transport software. Manage the data concurrently to make sure clients' details are kept up to date and that providers have the correct information regarding journeys.</p>			
<u>Designs Network</u>			
<p>Designs a complex network of routes as safely and economically as possible, using the transport software to help provide solutions to utilise a variety of vehicles operated by a diverse range of contractors, volunteer drivers and SC fleet. Adapt existing routes as required to meet the needs of new users, and the changing needs of existing users. Undertake route reviews on a regular basis, in order to ensure the most affective and cost-efficient solution is still being obtained.</p>			
<u>Network Management</u>			
<p>Manages the day-to-day operations of the network; Ensure safety standards are maintained and departmental policies and procedures are followed. Investigates and resolves complaints from passengers, Social Workers, Hospitals/Clinics, Volunteer Drivers and contractors often of a sensitive or contentious nature, ensuring the appropriate manager is informed within the agreed procedure.</p>			
<p>Monitors contractor performance taking appropriate measures to ensure contract compliance. Responds to accidents and adverse weather conditions, making timely and critical safety decisions.</p>			

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Communication

Liaise with Social Work Teams/ Hospitals and Clinics, Volunteer Drivers and commercial operators on a daily basis across the County to ensure transport requests are appropriately met. Attend transport meetings with senior members of social work teams/the NHS to advise of transport issues and changes of policy. Ensure good working relationships are built up and maintained with drivers, relatives or carers and other agencies, providers or Transport Requesters.

Contract Management

Re-negotiates route prices for existing contracts which will have a significant effect on budgets. Monitor bookings and costs for the service and provide regular reports to Line Manager as required, advising of any potential difficulties or overspends. Takes appropriate measures to ensure contract compliance.

Contractor Checks

Undertakes contractor visits to help maintain good working relationships and ensure that safety and procedural policy is being adhered to.

Assist with monitoring and agreeing volunteers travel claims before passing to the finance team for payment, reporting any concerns to Line Manager.

Undertake any other duties corresponding to the post as required by Line Manager.

Responds to requests for information from Senior Managers within Transporting Somerset.

Impact

A variety of regular contacts with taxi contractors, Volunteer Drivers, community transport groups in order to ensure contract and service requirements are being met, provide support and to build on working relationships. Some of these contacts will entail resolving complicated and sensitive issues/problems.

Regular contact with Senior Social workers/NHS Staff to provide service updates, information and statistics.

Day to day contact with Social Work/NHS staff, drivers and other voluntary organisations to arrange transport for Social Care/Hospital Car service users and also to resolve incidents/complaints regarding specific journeys.

Interdepartmental staff at all levels to provide and receive information and provide and receive guidance regarding the service.

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The Transport Officer post resides within the Individual Transport Team of the Transporting Somerset Group.

The Individual Transport team is responsible for managing the transport for more than 4000 Social Care clients equating to over 16,000 trips per month, via more than 650 contracted routes with taxi and community transport companies and also utilising 200 Volunteer Drivers. The Hospital Car Service is responsible for 8,000 trips per month, utilising ad-hoc and regular taxi routes as well as Volunteer Drivers.

A proportion of journeys are ad hoc/emergency and need to be arranged with little notice, and all transport within limited Social Care/Health budgets where more than £2.0m is spent via the Individual Transport team.

No direct supervisory responsibility for SC employees but a duty of care for the training and welfare of the Voluntary Drivers is provided.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Knowledge of transport services in the county.	E		
Local area knowledge.			
Knowledge of local government and transport legislation.			
Experience			
Proven experience in a frontline customer care environment in a busy administrative role which required continual prioritising of tasks.	E		
Proven experience of team working.			
Contract management experience.			
Qualifications / Registrations / Certifications			
Good standard of general education.	E		
Skills			
Ability to communicate effectively and confidently with colleagues at all levels of the organisation – social workers, voluntary drivers, taxi operators and	E		

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<p>other transport providers.</p> <p>Excellent organisational skills, with the ability to work efficiently, under pressure and managing conflicting demands and deadlines.</p> <p>Excellent attention to detail and maintain accuracy levels in all areas of work.</p> <p>Competent in IT systems including Word and Excel.</p> <p>Ability to communicate effectively and confidently at all levels.</p> <p>Ability to meet deadlines.</p> <p>Proven negotiation skills.</p> <p>Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).</p>			
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: