

<b>Role Title</b>	<b>Transport Commissioning and Operations Manager</b>
<b>Job Family</b>	<b>Families, SEND service</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>Indicative PO4</b>
<p><b>Purpose</b> To manage relationships with a range of suppliers to ensure the delivery of high quality, cost effective SEN transport service and to maintain strong relationships with parents and other stakeholders.</p>	
<b>Generic Accountabilities</b>	<b>End Result/Outcomes</b>
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>
Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>

<p>Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.</p>	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
<p>Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.</p>	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
<p>Lead projects or improvement programmes, or contribute to the delivery of larger projects</p>	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
<p>Support others in their development, including external organisations / customers where appropriate.</p>	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
<p>Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.</p>	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
<p>Support partnership agreements and partnership working within area of responsibility.</p>	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely</p>

	outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities.  Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
<b>Job Specific Accountabilities:</b>	<b>End Result/Outcomes</b>
Managing the performance of key external providers in SEN transport to ensure the delivery of high quality, cost effective services that deliver positive outcomes for Waltham Forest residents and the Council	Providers are held to account deliver the outcomes required in a cost effective way  Where providers underperform, this is addressed swiftly and effectively  Relationships with providers are open, collaborative and constructive  Contract monitoring and relationship management relationships are cost effective and proportionate to the risk and value of each contract  Provider performance is reported accurately and concisely to a range of internal and external stakeholders as required
Provide a key point of contact for providers, parents and other stakeholders while establishing and maintaining strong working relationship between all these parties.	Communication channels with families are maintained as part of key contract management duties.  Contact is available at key points of the day, to ensure seamless service delivery (i.e. before and after school)  To ensure the smooth operation of services, contact is maintained and accessible at key times throughout the day, specifically before and after school. This

	<p>approach allows for immediate support and resolution of issues as they arise, minimising disruption and promoting a seamless delivery of services to all stakeholders involved.</p> <p>We receive regular feedback on the performance of services.</p>
<p>Working with suppliers to identify and implement innovative ways of managing down demand and making efficiencies throughout the lifetime of a contract.</p>	<p>Savings and opportunities for efficiencies, including through the management of demand, are realised throughout the lifetime of a contract</p> <p>Providers bring forward ideas for new, innovative service delivery models that enable the Council to deliver improved services at a lower cost</p>
<p>Manage suppliers against KPIs, which will include route optimisation analysis and reviewing monthly billing.</p>	<p>Service users receive the optimum service, ensuring they get to school safely in appropriate timescales.</p> <p>We achieve value for money in our contracts by ensuring most cost effective routing and that charges accurately reflect service delivery.</p> <p>We are able to hold our providers to account with robust data controls.</p>
<p>Ensuring that risks to service users and the Council are managed effectively and that commercially sound solutions are found to any issues that arise during the lifetime of the contract</p>	<p>Providers comply with statutory duties, Council policies and contract terms and conditions</p> <p>Risks to the Council, residents and partners are logged and managed in an effective and systematic way and issues are dealt with in a timely, effective and sensitive way</p> <p>Safeguarding issues are resolved quickly and effectively with a positive outcome for the service user</p> <p>Service users and the Council are not negatively impacted during any transition to a new provider</p> <p>Contract variations deliver the outcomes required and are commercially robust</p>
<p>To undertake safety inspections at supplier depots, schools or during</p>	<p>Ensures service users are safely and comfortably</p>

<p>routes.</p>	<p>transported.</p> <p>To monitor suppliers against KPIs.</p> <p>To ensure adherence to legislative requirements.</p>
<p>Supporting commissioners, category managers and service leads in the service design and commissioning process</p>	<p>The Council learns the lessons from current or previous contracts and this helps inform better commissioning in the future</p> <p>Service Design leads and category managers have a good understanding of the value, performance and end dates of current contracts</p>
<p><b>Nature of Contacts</b></p>	
<p>Typically involves advising Directors, Heads of Service and Senior Managers within the Disability Enablement Service and across the authority. Other key departments include Supply Chain, Transport and Contract Management</p> <p>Managing relationships with providers, including providing robust challenge and working with providers to deliver improvements</p> <p>Comfortable building relationships and providing strong challenge to professionals from the Council or external suppliers/partners.</p> <p>May involve direct contact with members of the public, including dealing with challenging and sensitive situations.</p> <p>Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.</p>	
<p><b>Procedural Context</b></p>	
<p>Developing and delivering robust and effective contract management plans for each contract.</p> <p>Monitor and evaluate performance / service delivery of providers, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.</p> <p>Dealing with underperforming providers and issues from service users as and when required.</p> <p>Work within a policy framework and regulatory guidelines on SEND services, applying knowledge of systems, procedures and best practice.</p> <p>Maintain the financial data models that enable accurate monthly billing for service. Reconcile monthly billing against local authority data and challenge providers where necessary</p> <p>Review monthly billing to ensure that charges accurately reflect service delivery and challenge</p>	

suppliers where necessary

Conducting visits to provider premises to carry out audits and checks to ensure compliance with contracts and statutory requirements.

Mitigating and managing safeguarding risks and resolving issues swiftly and effectively

Understanding complex contract clauses and monitoring spending on external contracts, taking corrective action where needed.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations

The post holder may undertake other duties as requested by their manager.

### **Resourcing**

**Budget Responsibilities:**

In line with budget for transport, responsible for managing a high value portfolio of contracts

**Supervisory Responsibilities:**

Up to two members of staff.

### **Knowledge, Skills and Experience**

- Substantial experience of managing strategically important contracts, delivering improvements in services for users and cost savings and demonstrable commercial intelligence
- Substantial experience of relationship management, including providing robust challenge and working with providers to deliver improvements
- Knowledge and experience of operating in a complex local authority, or similar, environment
- An excellent understanding of good practice in contract management
- Ability to manage, interpret and present large amounts of performance and other data from providers, highlighting key messages and areas of strength and weakness
- Excellent ICT skills, including the ability to full utilise Microsoft Office products, particularly Excel (essential) and Access (desirable)
- Experience in financial management
- Excellent organisational and administrative skills
- Excellent written and spoken communication skills

### **Indicative Qualifications**

Degree or equivalent or vocational qualification in relevant subject or area  
Evidence of Continuous Professional Development  
Relevant professional qualification (desirable)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed