

ROLE PROFILE

Job family	Manager	Role profile number	MA08-2585	Grade H
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Job purpose: To manage a team responsible for delivering a service.

Grade H posts focus on full management responsibilities for a team of staff in managing performance, monitoring quality and quantity of work, disciplinary matters and training and development and will therefore score higher in 'Supervision & Management' and 'Work Demands' compared with grade G posts. This level of post will require a higher level of 'Knowledge & Skills' requiring postholders to be working towards a professional qualification in a relevant field and/or experience of managing staff.

Factor	Relevant Job Information
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	HNC or NVQ level 4 in relevant profession, or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification Licence/certificate/qualification required for the role. ITQ 2 or equivalent ICT skills and abilities. Level 3 in management or equivalent experience such as the Wiltshire Leadership Programme Level 1
Knowledge and Skills	Experience of managing, motivating and developing a team of staff Experience of managing staffing budgets High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good organisational skills and the ability to prioritise workloads of a team to achieve deadlines Good knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Work on own initiative to manage own activities and the work of the team Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Participate in the research and development of systems, policies, procedures and / or standards within specialist area Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: team members, colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices

	<p>Make operational decisions and prioritise work for team members, monitoring quality and output.</p> <p>Take appropriate action to implement decisions to ensure outcomes are achieved which serve the best needs of the customer</p> <p>The consequences of the decisions will have a material effect on the service.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Passenger Assistant Coordinator	
Role profile family:	Manager	
Role profile number and grade:	MA08-2585	Grade H
Number of posts:	5	
Number of staff managed:	Circa 350 Passenger Assistants	
Service/Team:	Passenger Transport	
Reports to:	Passenger Assistant Team Leader	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

Service / function Context

The overall responsibilities of the service/function are:

The Passenger Transport Unit (PTU) has an annual budget of £42 million, the majority of which is procurable spend. This budget is used to provide transport services for the following areas:

- Transport for 6,500 pupils to mainstream schools.
- Support and transport for 1800 pupils with special educational needs.
- Transport for social care purposes on behalf of both adult & children

departments.

- Support the commercial bus network.
- Support & advice to community transport groups.

Job Purpose

Specific duties and responsibilities include:

- Provide line management of Passenger Assistants to include, but not exclusive to, sickness absence management, monitoring and management of performance, contract of employment adjustments, regular supervision, including group appraisals and complaints received.
- Evaluating risks relevant to all passengers relating to transport, including employees.
- First point of contact to conclude operational issues.
- Level of contact include our internal and external customers such as; Head Teachers, SENCOs, School Nurses, Social Workers, Lead Workers, Health Professionals, Parents, Carers, Operators, Occupational Health, HR Advisory, Respite Providers, Establishment Heads, HR Payroll, HR Recruitment all Passenger Assistants to ensure any issues can be resolved at the first time of asking.
- Responsible for maintaining the health and welfare of the Passenger Assistants.
- Approve and process pay claims and notify and consult HR Payroll of changes to contracted hours and ensure salaries are coded to the correct budgets.
- Ensuring appropriate allocation to taxi and bus routes of Passenger Assistants in a cost-effective manner, having due regard for the overall budget.
- Develop and maintain the database of Passenger Assistants.
- Provide monthly management information in relation to the Passenger Assistant service in conjunction with the Information and Performance Officer, highlighting specific concerns to the SEND Transport Manager and recommending remedial action where required.
- Must have a good understanding of the councils' safeguarding procedures and be able to advise and refer appropriately where required.
- Extensive knowledge and experience of all HR policies and procedures and their applications.
- To gather information and make an informed decision based upon specific service users' needs, arrange focused training or support for PA, recruit staff, establish working relationship with transport.
- Request report from drivers and Passenger Assistants to investigate reports of incidents in relation to transport and liaise with Safeguarding Senior Officers, where required. Complete incident reports in line with Wiltshire Council policy.
- Establish recruitment requirement and contribute to the recruitment process.

Specific requirements for this post:

- To understand that during certain times of the year there will be a requirement to work longer hours than normal that may exceed the confines of the flexi scheme. This will be managed carefully considering staff wellbeing

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Must be educated or working towards at least an NVQ 4 qualification or have equivalent relevant experience.
- Must have experience of managing staff.
- Must have a good understanding of the HR practices of Wiltshire Council.
- Must be able to manage a dispersed workforce, motivating, developing, and managing staff budgets.
- Understanding of risk assessments and their application.
- Ability to problem solve and provide innovative solutions immediately and take the necessary action.
- To be able to deliver the “Our Identity” messaging to a dispersed workforce effectively.
- To be able to work in a pressurised environment with conflicting and changing priorities.
- Strong interpersonal, verbal and written skills; including overcoming barriers and resistance to change in others and being able to foster good relations with senior teaching staff and colleagues in SEND & Social Care.
- Excellent organisational skills.
- Understanding of financial responsibilities of allocated budgets.

Desirable

- Qualified Risk Assessor, or working towards such a qualification.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	<input type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above. If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>