



LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DEPARTMENT
JOB DESCRIPTION

POST TITLE: Transport Services Manager

Grade: MGC

DIVISION/SECTION: Street Scene and Waste

Location: Garth Road Depot, Amenity Way

Responsible to: Head of Street Scene and Waste

Responsible for: Transport Services Section Team:

- **Passenger Operations Manager**
- **Fleet Maintenance Manager**
- **Transport Commissioning and Business Support Manager**
- **Training and Road Safety Manager**

Post number:

Date: April 2014

MAIN PURPOSE

1. To be the Council's lead officer for transport and fleet management services including the direct provision of transport related services and commissioning of associated services and management of contracts/partnership arrangements (both internal and external)
2. To be the holder of the Council's Operators' Licences and its nominated representative with delegated authority to monitor and control all aspects regulated by the traffic Commissioners, VOSA and other enforcement agencies.
3. To be responsible for the management of the Transport Services Section and ensure that all its services are cost effective and delivered

to the highest technical and professional standards and in accordance with legislative and regulatory requirements.

4. As a cost centre manager lead the effective management of the budget for all transport service activities; developing and implementing savings plans in accordance with corporate targets, maximising all commercial and external funding opportunities and seeking continuous improvement and efficiencies.
5. To achieve high levels of communication and staff motivation through an open and responsive management style, monitoring individual and team performance in a systematic manner, including measuring performance against agreed objectives
6. To ensure that transport services are developed and commissioned in a way that is responsive to the needs of service users, client departments and involves their engagement and participation, with a view to delivering significant cost reductions through transformational change and continuous improvement.
7. To make a proactive contribution to the Street Scene and Waste Division and the Environment and Regeneration Department.

MAIN DUTIES AND RESPONSIBILITIES

1. To be responsible for the effective and efficient provision of a comprehensive range of transport services including the following
 - Commissioning of transport services including passenger transport provision, fleet maintenance provision and all associated supplies and services
 - To manage tendering exercises to meet customer requirements and ensure the service continues to demonstrate value for money
 - To maintain effective contract management arrangements
 - To manage the direct provision of passenger transport services where appropriate to ensure continuous improvement in both quality and efficiency of the services.
 - To manage the procurement of the council's fleet requirements.
 - The development of a commercial strategy to expand and diversify the customer base both within and external to the council, with respect to current services provided
 - Identification and implementation of commercial opportunities within the service area
 - Lead on the development and implementation of behaviour change activities that promote safe and efficient driving and manual handling activities
 - Identify and secure external funding opportunities for the delivery of transport services in accordance

2. To adopt an innovative and creative approach to developing, establishing and maintaining strategies for the delivery and continuous improvement of the above services in line with good practice, service user requirements, council policies and budgetary constraints and to develop the service arrangements to reduce costs, demonstrate value for money and reflect changes in legislation and other relevant factors.
3. To review regularly the service's Current Operating Model and identify opportunities for transformational change, develop strategies and action plans to re-shape the operating model to deliver improved quality and cost reduction whilst continuing to provide overall value for money.
4. To provide regular reports to the Head of Street Scene and Waste regarding the performance of the team and all in house arrangements, outsourced contracts and any other relevant issues and contributing to the overall management of the division and deputise for the Head of Service as required.
5. To be the Council's expert advisor on transport related matters including policy, strategy and commissioning, ensuring policies and procedures are in place to ensure compliance with all relevant legislation for Operator licensing, road transport operations and Health & Safety.
6. To lead on the procurement of all council identified fleet requirements, working with users to assist in the development of vehicle and plant specifications, identifying appropriate purchasing options and managing the overall purchasing process.
7. To plan and coordinate activities to ensure that professional advice on technical matters, procedures and service provision is made available to the department, other Departments and the council.
8. To develop appropriate mechanisms and systems to understand better the needs of current and potential service users and integrate this understanding into the development of plans for continuous service improvement.
9. To liaise regularly with client departments to ensure that the services provided are of the highest quality. To undertake and analyse results of surveys on passenger/customer satisfaction, designing, developing and initiating new projects to improve performance.
10. Manage and monitor regularly quality control checks on commissioned transport providers ensuring contractual performance standards and health and safety requirements are met.
11. To lead and manage the staff in the Transport Services Section effectively including recruitment, performance management, sickness

monitoring, training and communication and managing workload to take into account council priorities.

12. To manage and provide for Professional Driver training services to minimise effects on the ability of the council to operate. Manage this activity to provide the levels of skill and ability that minimise the risks to the council's Operator's License, its "Good Repute" and general repute.
13. To develop effective partnership working with a range of organisations including other boroughs and the voluntary sector.
14. To lead on the development of a commercial approach to expand and diversify the customer base both within and external to the council, with respect to current services provided, including preparing tenders for work outside of the council, within the legislative and regulatory framework.
15. To manage the Section's £7.5million revenue budget and capital allocations, including preparing resources and performance reviews, savings plans, detailed budget plans, capital programmes and undertaking budget management for all for Transport Services cost centres
16. From time to time take the lead or contribute to cross divisional, departmental or corporate projects
17. In liaison with the IT team develop, implement and use information systems to enable efficient and effective service delivery, including customer relationship, performance and financial management.
18. To engender good officer/councillor relations and in particular keep councillors informed on relevant service issues, prepare reports and recommendations for Cabinet, council Overview and Scrutiny Panels and decision makers, present reports and offer advice to elected members
19. To ensure that all correspondence is of a high quality and is prepared in accordance with Departmental policy and corporate targets
20. To carry out all duties and responsibilities in accordance with the Council's Equal Opportunities and Customer Care policies and practices and take a proactive role in their development and implementation
21. To ensure that all staff in the section are aware of and follow corporate and departmental health and safety policies and procedures
22. To carry out any other duties appropriate to the grading of the post.



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ENVIRONMENT AND REGENERATION DEPARTMENT
PERSON SPECIFICATION

POST TITLE: Transport Services Manager

Grade: MGC

Date: APRIL 2014

Criteria
Knowledge
Financial procedures including budget management and reporting
Contracts management and monitoring principles and techniques
Local government organisation and services and key issues facing service delivery and improvement
Transport related services and technical understanding of operational and regulatory matters
Commissioning and procurement processes in a large public sector organisation
Knowledge of the principles of Investors in People
Knowledge and commitment to equal opportunities
Skill
Ability to prepare long term strategies and budgets

Ability to lead on key projects, making key decisions in priority areas
Ability to communicate clearly and effectively with a range of audiences
Influencing skills to achieve consensus and positive outcomes
Ability to support team to achieve strategic goals and manage demanding workload
Ability to recognise and source relevant and appropriate data and information to manage and improve service performance, contractor performance and customer service and insight
Ability to interpret national legislation and regulatory requirements and develop policies and strategies to meet or exceed requirements
Ability to quickly analyse and interpret complex written, numerical and financial information
Aptitude
Confidence in ability to deliver high quality services that demonstrate value for residents
Innovative and imaginative approach to service improvements and meeting financial challenges
Creative, flexible and proactive approach to problem solving
Creative approach to identifying and delivering commercial opportunities for the benefit of the service
A confident approach to managing demanding relationships with internal and external providers and contractors
Seeks feedback and uses all learning opportunities to increase self awareness and create opportunities for personal development to improve performance
Experience
Delivering effective strategies for passenger transport and fleet management activities
Ability to demonstrate experience of delivering and developing services through others, in partnership with other service areas, organisations or providers
Experience of building and developing productive and collaborative working relationships with partners, suppliers and providers including the voluntary sector

Leading on contract management responsibilities in a partnership environment (both internal and external)
Experience in high value contract management activities
Successful contract negotiations that have created service efficiencies, improvements and sustainable savings
Management of complex and high value projects and programmes of work
Experience of managing a diverse team delivering successful outcomes
Qualifications
Appropriately qualified to hold the Council's Operators Licence or to be able to achieve the appropriate level of qualification within 6 months of appointment.
Possession of a valid driving licence