

Job Profile

Position Details	
Post	Contract Controller
Service Area	Children Services, Early Help, SEN Transport
Reports to	Transport & Travel Contract Team Manager
Grade	Scale 6
Job Family	To be completed by HR

Role Purpose
<ol style="list-style-type: none"> 1. The Post-holder, will assist the Transport & Travel Contract Team, to ensure effective contract management of all external contractors under the Council's Framework Agreement to provide passenger transport services. 2. The Post-holder will undertake the day to day liaison with the external contractors, ensuring the safe delivery of the Council's clients, as well as the day to day organisation regular routes. 3. The Post-holder will manage and oversee the Travel Training Scheme, including performing risk assessments, performance managing Travel Buddies, reporting writing and other task associated with the successful running of the scheme 4. The Post-holder will work in tandem with the Escorts Team of the Service, ensuring that a seamless service is provided to the children and young people and vulnerable adults, to whom the Council has a duty of care.

Main Responsibilities
<ol style="list-style-type: none"> 1. To be responsible, under the guidance of the Transport & Travel Contract Team Manager, for the successful day to day delivery of the SEN Transport service to children and young people and vulnerable adults, through the appointed contractor group under the Council's framework agreement, and any others as required from time to time. 2. In conjunction with the Transport & Travel Contract Team, to undertake the above with accountability through the Service Level Agreement arrangements, to Council Departments including SEN, and others as requested on an ad hoc basis. 3. To be responsible for the day to day liaison with the external contractors, ensuring the safe delivery of the Council's clients, as well as the day to day organisation of regular routes. 4. To be responsible for the implementation of aspects of the Service Level Agreement with ACCS, under the guidance of the Transport & Travel Contract Team Manager for the delivery of consultancy services for the vehicles and drivers under their passenger transport fleet.

5. To work in close tandem with the Escorts Team of the Service, ensuring that a seamless service is provided to the children and young people and vulnerable adults, to whom the Council has a duty of care.
6. To assist with the implementation of vehicle routing arrangements, including using Information Technology to ensure that effective systems are in place.
7. To maintain effective record keeping systems, this can be used by all staff as appropriate, using ICT where possible.
8. To maintain complete and up date information on service users, (in line with data protection legislation), to support the routing, travel and risk assessment needs of the service and its Service Department clients.
9. To undertake continuous monitoring and review of the service provided by the Contractors, providing reports to the Transport & Travel Contract Team Manager including ensuring the following:
 - regular generic and specific risk assessments of vehicles and routes/passenger safety, with necessary back up certification
 - driver continuity, image and presentation
 - adherence to all necessary health and safety and child/adult protection legislation – e.g. DBS checks
 - vehicle cleanliness, roadworthiness and continuity
 - condition and appropriateness of all harness/restraint systems
 - customer service standards being met and maintained
 - training needs being identified and met
 - complaints being dealt with effectively and appropriately
 - timely feedback to client departments/service users, as appropriate
10. To assist in any back up duties, to support any changes or emergencies occurring.
11. To assist the Transport & Travel Contract Team Manager in ensuring that processes and standards of practice required for good operational practice are in place, and regularly monitored for their effectiveness.
12. To assist in the management of internal and external audit requirements.
13. To ensure that all health and safety and risk assessment monitoring is carried out effectively and rectify any omissions quickly and appropriately.

Other Duties:

1. To manage the Travel Training Scheme, including directly managing Travel Buddies, performing risk assessments, liaising with parents/carers and schools
2. To exercise responsibility under the Health and Safety at Work Act as laid down or as amended from time to time by departmental procedures.
3. To uphold and further the Council's equal opportunities policies and to deliver effective and appropriate services fairly and without discrimination.

4. To act all times in accordance with Council and Departmental Policy.
5. To operate professionally both as an individual and as a team member for the benefit of the service at all times, contributing ideas and suggestions and ensuring quality standards are maintained.
6. To attend team meetings and to participate in supervision, and identify own training and development needs.
7. To undertake other temporary or permanent duties as required, consistent with the basic objectives and/or duties of the post

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience		Essential or Desirable	
QUALIFICATIONS	E	D	
Current driving licence (PCV)	X		
EXPERIENCE			
Experience of working with and monitoring the work of external contractors	X		
Experience of leading and managing team	X		
Experience of working with vulnerable children and/or young people and ideally those with learning difficulties or disabilities	X		
KNOWLEDGE			
Knowledge of all relevant passenger transport legislation		X	
Knowledge of harnessing and restraints best practice	X		
Knowledge of the area/vicinity of Borough of Haringey	X		
Knowledge of relevant training required to operate within a passenger transport environment		X	
Knowledge of local rates and tariffs for bus and cab services	X		

SKILLS AND ABILITIES			
Ability to assist with route mapping	X		
Ability to carry out and monitor risk assessments on vehicles	X		
A positive and committed approach to problem solving	X		
Good written and verbal skills, including the ability to work with all levels of staff	X		
Ability to manage time effectively to achieve best results	X		
Confident and competent user of Microsoft Office environment, in particular Word and Outlook.		X	
Ability to work as part of a team co-operating, communicating and supporting colleagues.	X		
Ability to actively build relationships at all levels, with internal colleagues and partners from other organizations		X	
OTHER FACTORS			
Awareness of the Council's Health & Safety procedures.	X		
Ability to implement the Councils Equal opportunities policies within the service and with providers	X		

Other Information
<p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
			x	
Are the staff based at the same work location?				No
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	YES	80%	Use of a computer.	YES	80%
Audio typing.	NONE		Crisis or conflict situations.	POSSIBLE	
Walking more than a mile.	NO		Manual handling.	YES	
Working alone or in isolation.	NO		Working in confined spaces.	NO	
Driving a car, van or minibus.	YES	20%	Preparing or serving food.	NO	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	POSSIBLE		Working in awkward positions, e.g. stooping, bending, reaching.	POSSIBLE	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	NO		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	NO	
Regular and repetitive movements.	YES		Working shifts / unsocial hours, nights.	NO	
Outdoor work involving uneven surfaces.	YES		Standing or sitting for prolonged periods.	YES	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	NO		Working at heights / on ladders, roof work.	NO	
Teaching, or responsibility for, children.	YES		Outdoor work involving extremes of temperature.	NO	
Electrical hazards.	NO		Control and restraint.	YES	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes – access to services shared drive and adhering to the Councils Policy on use of I.T
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No