

<Environmental Services >

<Technical Administration Manager>
Job Description and Person Specification

<March 2016>

Job Description

Job Title:	Technical Administrator Manager
Service Area:	Environmental Services
Function:	Transport Services
Team:	Transport
Post number:	DS0012
Grade:	LBR 09
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours / 52.14 Weeks
Base location:	Ley Street Depot
Reports to: <i>Job title</i>	Head of Engineering Services & Head of Passenger Services
Responsible for: <i>Job titles of direct reports</i>	<p>To hold the Councils LCV Operators Licence and hold personal Legal responsibility which is attracted by doing so and be designated 'Transport Manager' as a statutory position.</p> <p>3 Service Assistants</p> <p>Customer interface</p> <p>Purchase orders / invoices / cash transactions</p> <p>Management Reports</p> <p>ISO 9001 & 14001</p>

<p>Role purpose and role dimensions: <i>Overview of the job</i></p>	<p>Maintain personal 'Good Repute' with regards to the discharge of the undertakings required by the Operator's Licence</p> <p>Will represent the Authority / Licence holder at the Transport Tribunals or Court of Law as appropriate</p> <p>To be responsible for all requirements of maintaining the Operator's licence and ensure full compliance with statutory obligations and regulatory agencies. e.g. DVSA, VOSA</p> <p>To ensure the growth of the retail / trade opportunity within the workshop environment is controlled. This will include time management, costing, customer satisfaction and impact on fleet work.</p> <p>To ensure best value when negotiating contracts for the supply of vehicle, plant parts. Adhering to Council recommendations and guide lines set out within the Councils tendering policy.</p> <p>To formulate contracts dependant on the level of purchase keeping within the Councils tendering procedures.</p> <p>To be responsible for ensuring the drivers fully comply with the Drivers hours and Tachograph rules and legislation.</p> <p>To manage and develop all administration functions of the Service Area and to ensure that administration systems required to support a large mixed fleet of 300 vehicles and 300 items of plant, £8,300,000 budget and 150 staff are suitable for purpose and staff are trained in their use</p>
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Role purpose and role dimensions:

Overview of the job continued

To act as client manager for Transport Services, devise, produce and develop plans to improve this service in order to ensure that quality performance targets are met and sustained.

To inspect and audit the compliance of contractors business, drivers and vehicles in line with contract requirements.

Responsible for scheduling vehicle maintenance with-in guidelines set by our current O – Licence requirements

To ensure that correct procedure in respect of the preparation of job cards, stores requisitions and other control documents are followed ensuring at all times that all audit and legal rules are adhered to.

Certification of maintenance documents, petty cash claims and similar documents and the handling of customers cash payments outside normal reception hours.

Responsible for reviewing Transport procedures, paying particular attention to industry best practice and guide lines from Agencies such as VOSA (Vehicle Operators Standards Agency) To ensure compliance with set standards and to maximise performance.

To ensure effective levels of communication between administration and contractors are achieved.

To have a technical knowledge of vehicles their operation and ensure they comply with current road traffic UK/EU legislation

To ensure that the service reception and associated administrative functions are operated on a cost effective, efficient, productive basis and complying with such regulations as may be in force from time to time, paying particular attention to Industry Best Practice and guidelines and to ensure reception is user friendly to both reception staff and customers.

To provide management support to both the Engineering & Passenger Services Managers of Transport Services and other Service areas as required within Highways & Cleansing

To oversee and be responsible for the preparation of a number of corporate activities for Highways & Cleansing Services, which involve projects, preparation of the annual Service Plan, co-ordination and responses to CPA and Best Value and performance standards.

Ensuring that any procurement is conducted in accordance with Standing Orders and EU rules

Working with Engineering Manager planning vehicle replacement strategy for Pool vehicles as service area changes demand

To assist the Engineering Manager with contractual, budgetary and operational matters and to ensure continuity in service provided to the public.

Ensure replacements from pool vehicles are available, often at short notice, to enable regular servicing of all vehicles and to cover accidents.⁴ Also to meet demand for special events, i.e. elections or major incidents obtaining from an outside source if necessary.

Key external contacts: <i>Organisations</i>	<p>Freight Transport Association (FTA), Driver and Vehicle Standards Agency (DVSA), skills for logistics, NHS Service, Dangerous Goods Safety Advisor (DGSA), Direct.gov (government gateway Department of Transport, Vehicle Operating Standards Agency VOSA), Chartered Institute of Logistics and Transport (CILT) CRONERS, Institute of the Motor Industry (IMI), Publication for Legal Advice on transport legislation.</p> <p>Transport For London (TFL)</p> <p>Other local authority Transport Managers.</p> <p>Members of the general public.</p> <p>Various fleet companies (customers) with vehicles sizes of up to150.</p>
Key internal contacts: <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> • Occupational Health Physician & Admin Team • HR Team • Insurance Team • Legal Department • All Service area Managers • Social Workers • Procurement Team • Chief Officers • Mayor's Office / Members (Legal and Constitutional Services)
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> • To manage and develop all administration functions of the Service Area and to ensure that administration systems required to support a large mixed fleet of 300 vehicles and 300 items of plant, £8,300,000 budget and 150 staff are suitable for purpose and staff are trained in their use • I.T Systems, Tranman, TRBO Net • Responsible for all cash received from services provided by the section, reconciliation and banking To prepare a spreadsheet, balance accounts and make payments to Treasurer's Office (approximately £20,000 per month) • Responsible for producing monthly invoices to customers (passenger & workshop approximately £900k per month)
Key areas for decision making:	<ul style="list-style-type: none"> • Legal responsibility for ensuring that the technical and legal aspects of the fleet comply with legislation. • Safe and efficient working of LBR vehicle fleet. • Disciplinary / Sickness / HR issues • Performance Management of all staff • Purchasing of equipment such as, I.T. equipment, Computer software, two way radios and CCTV cameras for Vehicle Fleet.
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> • On call for services, available for call-out to assist with major incidents i.e. flooding, fire evacuation etc. • Be available to organise drivers and vehicles for emergency evacuation 24hours per day. Some working outside in inclement weather • Responsible the organisation of vehicle recovery 24hrs per day • Represent London Borough of Redbridge at out of hours/borough venues

Key accountabilities and result areas:	Key elements:
Legal	<p>This will involve: Ensuring that the vehicle Fleet and plant comply with the current legislation for road transport UK Road Traffic Acts 1988-1991, Motor Vehicle Construction & Use Regulations 1986. Ensuring vehicles are maintained in accordance with our O Licence responsibilities. Ensure drivers hours, rules and regulation compliance. Domestic and WTD hours EU & UK Legislation 2135/98 (Amending 3821/85) Annex 1b (1360/2002) and regulation 561/2006. Represent the Authority / licence holder at Transport Tribunals or Court of law as appropriate. Compliance of DCPC Training EU Driver Training Directive for the driver CPC qualification. ISO 9001 & 14001 Standards (quality & environmental). Management of Health & Safety at Work Regulations 1999, Health & Safety at Work act 1974. DATA Protection Act</p>
Technical	<p>This will involve: To comply with all legislation affecting the Operation of transport drivers and vehicles e.g. EU, Domestic and working time directive rules and regulations. To communicate all related information (technical) and update Technicians Handbook. Responsible for ensuring full compliance to the BSI / ISO 9001 and Environmental 14001 and IIP (Investors in People) Monitor and report on the performance of vehicles and equipment recall campaigns and maximizing opportunities for warranty and other claims liaising with manufactures and suppliers as necessary. Produce technical reports on complex engineering issues.</p>
Policy	<p>This will involve: To implement and comply with council policies and legislation. Responsible for regular visits to Contractors to ensure their legal compliance and adherence to the contract. To comply with DVSA legislation</p>
General accountabilities and responsibilities	
Green Statement	<p>This will involve: Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</p>

Data Protection/Confidentiality	<p>This will involve:</p> <p>Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldecott principles. Carrying out id. Checks, checking disclosures and confirming certificate details.</p> <p>Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</p> <p>Comply with confidentiality policy surrounding the downloading and viewing of CCTV footage.</p> <p>Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</p>
Conduct and Whistle blowing	<p>This will involve:</p> <p>Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of recrimination.</p>
Safer Working	<p>This will involve:</p> <p>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</p> <p>Responsible for carrying out Generic and individual Risk Assessments, ensuring compliance and reviewing them annually.</p> <p>Ensure that all safe systems of work are followed.</p> <p>Ensure full compliance with Health and Safety at work Regulations 1999 and Health And Safety at Work Act 1974 within Passenger Services area.</p>
Equalities	<p>This will involve: Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</p>
Customer Care	<p>This will involve: Over 4000 workshop jobs per annum. Complying with corporate and service area customer service standards (ford / motor codes) and promoting the development of high quality, individualised and customer-led services.</p> <p>To be proactive with all customers and groups to manage the response to and resolution of complaints/issues that may arise from the transport activities.</p>
Health and Safety	<p>This will involve:</p> <p>Overall responsibility for Health & Safety within Transport Services area of Depot. Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public.</p> <p>Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards to management.</p> <p>Ensure all Transport Service staff wear. PPE clothing and foot wear.</p>

To contribute as an effective and collaborative member of the team	This will involve: Continuous professional development as holder of management CPC. Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence. Ability to work flexibly and willingness to work some late evenings, early mornings where required and cover on the out of hour's service for Transport Services.

Person Specification

Job Title:	Transport Operations Manager		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 1 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> Ability to write and think clearly, particularly on complex technical subjects. 	A/I	3
	<ul style="list-style-type: none"> Able to review financial data. 	A/I	3
	<ul style="list-style-type: none"> To hold a Certificate of Professional Competence (National and International) in either Passenger or Freight Transport Operations 	A/I	3
	<ul style="list-style-type: none"> To be a member of a professional body. E.g. Institute of Road Transport Engineers, Chartered Institute of Logistics and Transport. etc. 	A/I	3
	<ul style="list-style-type: none"> Professional Management Qualification Full valid driving licence, reasonable adjustment will be made for disabled candidates 	A/I	3

Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> Substantial post qualification experience 	A/I	3
	<ul style="list-style-type: none"> Experience of holding an Operator's Licence and be fully conversant with the duties and responsibilities. 	A/I	3
	<ul style="list-style-type: none"> Exclusive post qualification experience including finance, KPI management, invoicing, pricing, estimating, quoting transport and logistic related work, report writing 	A/I	3
	<ul style="list-style-type: none"> In managing a large, trade union time sensitive skilled staff base providing specialised services 	A/I	3
	<ul style="list-style-type: none"> In managing an in house training section 	A/I	3
	<ul style="list-style-type: none"> Extensive experience in computer IT systems with experience in Micro Soft Word, Excel spreadsheets, databases, emails, faxes and sharing such information. Power Point, Data Base. 	A/I	3
Minimum competencies: Customer focus	<ul style="list-style-type: none"> Able to assimilate customer requirements into technical specifications 	A/I	3
	<ul style="list-style-type: none"> Ensure that communication channels between the customer and all areas of the business are maintained 	A/I	3
	<ul style="list-style-type: none"> Ability to communicate effectively and appropriately with a wide range of people and client groups some of whom can be upset and stressed. To be tactful and have an ability to deal with irate customers and external parties in person and using the telephone/email letter reply in a professional manner 	A/I	3
Communicating and influencing	<ul style="list-style-type: none"> Able to present argument with clarity of thought, persuasively 	A/I	3
	<ul style="list-style-type: none"> Excellent verbal and written communication skills in particular with responses to complaints and conciliation 	A/I	3
	<ul style="list-style-type: none"> Able to develop and motivate skilled staff with various trade disciplines including coaching and directing 	A/I	3
	<ul style="list-style-type: none"> Strong interpersonal and leadership skills communication skills. 	A/I	3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> Working with external contractors of vehicles and equipment, alongside service areas and other organisations to maximise opportunities. Including Staff Agencies 	A/I	3
	<ul style="list-style-type: none"> Flexible approach to organising work, supporting operations staff where and when needed and ability to communicate at all levels effectively and appropriately 	A/I	3
	<ul style="list-style-type: none"> Hold good people management skills and experience with an ability to establish and maintain harmonious relationships in a heavily Unionised environment, yet ensuring that the law and any operational instructions are agreed. 	A/I	3

Respecting & implementing diversity	<ul style="list-style-type: none"> • Work with local organisations to promote diversity through apprentice schemes and assisting voluntary bodies. 	A/I	3
	<ul style="list-style-type: none"> • To understand the values of a diverse workforce, respecting cultural ethnic, religious views and impressing freedom to those in the workplace and to be responsible for the promotion of diversity and the recognition of social and cultural diversity in both the delivery of service and management practice 	A/I	3
Planning, organising & achieving results	<ul style="list-style-type: none"> • To assist operational staff and plan in the transportation 	A/I	3
	<ul style="list-style-type: none"> • To manage, plan, arrange, program and implement various courses as an internal and external training service provider and ensuring legal compliance developing and promoting an Investors in People culture 	A/I	3
	<ul style="list-style-type: none"> • Outcome focused, numerate, literate, IT literate 	A/I	3
Embracing change	<ul style="list-style-type: none"> • To be able to demonstrate a significant role in achieving business change 	A/I	3
	<ul style="list-style-type: none"> • Advanced problem solving skills, a strategic and innovative thinker, project planner, ability to balance conflicting pressures in a busy and pressured environment and using initiative re current/future legislations DCPC/ Hours, etc 	A/I	3
For those with managerial responsibility Leadership	<ul style="list-style-type: none"> • To demonstrate successful management of multi-disciplined staff in a highly Unionised environment 	A/I	3
Managing and developing people	<ul style="list-style-type: none"> • To demonstrate achievements in staff development i.e. Investors in People, including training for office based staff 	A/I	3
Special conditions:	<ul style="list-style-type: none"> • To demonstrate achievements in staff development i.e. Investors in People Technician training including training for office based staff 	A/I	3
	<ul style="list-style-type: none"> • Ability to be flexible in the current environment, vehicles being used 24hours per day, be on hand and being able to manage emergencies in all environments in all kind of situations. • This post has been designated as safety critical, in accordance with the Council's Alcohol, Drugs and Substance Misuse Policy. Employees in designated Safety Critical roles are prohibited from consuming alcohol at any time during their normal working hours, including breaks and when on-call. Additional arrangements will apply to employees in designated Safety Critical Roles in the Highways and Cleansing Service area, including random drug/alcohol testing and testing for cause and post-incident testing. 	A/I	3

Signature of Employee:	Name:	Date:
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