London Borough of Redbridge

Place, Communities & Enterprise

Passenger Transport

Team Leader

Job Description and Person Specification

January 2024

Job Description

Job Title:	Team Leader
Department:	Civic Pride
Function:	Fleet Assets & Transport
Team:	Passenger Service
Post number:	DS5038
Grade:	LBR09
Hours/Weeks:	36/52.14
Base Location:	Ley Street Depot
Reports to:	Operations Manager and Operations Supervisor
Responsible for:	Supervisory responsibility for Drivers/Attendants
Role purpose and Role dimensions:	To provide a supervisory function to the Passenger Services team. To supervise the smooth running of the Passenger Transport team on a day-to-day basis, creating an environment and structure that provides excellent customer service including monitoring the quality and quantity of work produced and be the first port of call for low to mid-level escalations for both staff issues and customers contacts. Handle customers enquiries by telephone and in writing. To ensure that the activities of the team and contractors are undertaken effectively and efficiently in accordance with regulations, council policies/procedures, timescale and performance targets set to achieve the overall objectives of the section.
Key external contacts:	Schools both within the London Borough of Redbridge and outside of the London Borough of Redbridge, external customers. clients, client's careers and guardians.
Key Internal contacts:	Other Civic Pride service areas; Education and Inclusion team. Day Centre Managers and Human Resources.
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible*	No budgetary responsibility, however responsible for the allocation and recording of overtime and additional hours for Drivers/Attendants, responsible for the distribution, allocation and security of vehicle keys (circa 80 minibuses worth £80,000 each) and the allocation of wheelchair clamping equipment. From time to time responsible for quoting for contracts and ad- hoc work.

Key areas for decision making:	Determining the allocation of workstreams to ensure the priorities are met and resources are used effectively. Approval of annual leave and other request, ensuring adequate staffing levels are maintained. Advice and decisions when dealing with complaints and FOI request including responding at Stage 1. Sickness absence management and deciding what action is required as per the Councils policies and procedures including completing Welcome Back Interviews, stage 1 meetings and completing Occupational Health referrals when appropriate.
Other considerations: *E.g. working patterns*	Flexibility in working patterns to fit within the need of the business. Employees are expected to work to a rota pattern and to be on call when required.
Key accountabilities	**Key elements:**
Supervision:	**This will involve:** Supervising, supporting and motivating a team of Driver/ Attendants. Making decisions on annual leave and other leave requests, working collaboratively with others within the service. Managing the sickness absence cases, including holding Welcome Back and Stage 1 meetings in line with the Council's Managing Sickness Absence policy and making referrals to the Council Occupational Health provider where appropriate. Carrying out 1 to 1's and Appraisals, including agreeing objectives, monitoring and evaluating performance and providing feedback. Organise meetings with the Driver/Attendants setting agendas and ensuring attendance. Assist in the on-going day to day training and development of staff, providing guidance and advice. Deputise for Operations Supervisor or Operations Manager where required. Be the first escalation point for low to mid-level complaints, including assisting team with difficult phone calls and correspondence.
Administration:	**This will involve:** Provide regular reports to the Operations Manager. Be responsible for maintaining office systems to accurately reflect ongoing tasks and duties. Provide general administration in maintaining system records and document management.

Communications	**This will involve:** Liaise with colleagues, senior management, customers and suppliers. Take the lead in telephone calls where the conversation requires escalation. Communicate with members of the public, residents, external bodies and Members of the Council as appropriate to level of responsibility. Dealing with written enquires and complaints from members of public. Manage sickness absence and other minor people issues, ensuring Council standards are upheld whilst ensuring good written records are produced. Whilst communicating with staff clearly and empathetically both verbally and in writing and demonstrating that some staff issues need to be dealt with sensitivity and discreetly. Produce written reports when required. Frequent contact with key internal and external contacts.
Information Technology:	**This will involve:** Assist in the managing of the booking system. Lead in the report and rectification of minor faults and bugs within the booking system. Make full use of computer facilities and technological developments as directed. Prepare reports when required. Operate all relevant IT system required to efficiently produce documents reports. Maintain existing office data systems using standard software applications (such as Microsoft Office packages).
Responsibilities:	**This will involve:** To assist in deploying staff in the most efficient manner, matching customer needs with skills and vehicle availability to best advantage. To ensure all drivers log sheets, time sheets, digital tachograph cards and any other records required in carrying out their daily duties are completed correctly. To have responsibility in accordance with the practice and procedures of the local authority for clients while transporting them. These will include: • Those associated with collecting and returning clients to their home (for e.g at the beginning and the end of the journey) • Acting as first point of contact between clients, Passenger Assistant services, doctors and other agencies being

	responsible for the client's total care when providing the service. Completion and submission of written records as required. Wear any protective clothing as and when required. To be familiar with all different types of vehicles and equipment used by Passenger Services. To drive any vehicle, when required, for which the post holder holds a driving license for. Check staff driving licenses and suitability. Assist in carrying out risk assessments for individual task or routes. Liaise with the Councils vehicle workshop or nominated contractor to ensure vehicles are presented for safety inspection and planning service. To ensure all correspondences for Pay and Contracts are passed over in timely manner and any additional hours worked by the Driver/Attendants is reported. Assist to providing estimates and quotations for clients for any requested work.
Supervision:	**This will involve:** Supervising, supporting and motivating a team of Driver/ Attendants. Making decisions on annual leave and other leave requests. Working collaboratively with others within the service. Managing sickness absence cases including holding Welcome Back and Stage One meetings in line with the Council's Sickness Absence Management Policy and making referrals to the Council's Occupational Health Provider when required. Carrying out 1 to 1's and appraisals including agreeing, objectives, monitoring and evaluating performance and providing feedback. Organise team meetings with the Driver/ Attendants setting agendas and ensuring team attendance. Assist in the on-going day to day training and development of staff, providing guidance and advice. Deputise for Operations Manager and Operations Supervisor where required. Be the first escalation point for low to mid-level complaints including assisting team with difficult phone calls and correspondence.

General accountabilities and responsibilities	
Green Statement:	**This will involve:** Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to make 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.
Data Protection /Confidentiality:	**This will involve:** 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 Caldicott principles. Complying with the Code of Conduct other practice guidelines and the rules and protocols defining employees access to and use of the Council's database and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing:	**This will involve:** 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 levels of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working:	**This will involve:** 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 Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities:	**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's policies in your work, to undertake any appropriate training and to challenge and prejudice and discrimination.

Customers Care:	**This will involve:** Complying with corporate and service area customer service standards and promoting the development to high quality, individualised and customer-led services.
Health and Safety:	**This will involve:** Being responsible for your own Health & Safety as well as that of colleagues', service users and the public. Employees should co-operate with management follow established systems of work use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team:	**This will involve:** 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 is involved:** The above-mentioned duties are neither exclusive nor exhaustive. 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 you're the level and competence.

Person Specification

Job Title:	Team Leader	A-I-T	Weighting
Method of candidate assessment **A** = Application form, **I** = Interview, **T=** Test **Weighting 3**= Essential **2**= Desirable			
Minimum education/ Qualifications:	Certificate of Professional Competence (CPC) in Passenger Transport.	A	2
	IOSH Managing Safety certificate or equivalent.	I	2
Minimum experience/ Knowledge/ skills:	Experience of working within a busy, target-driven environment.	A	2
	Effectively prioritising and managing own workload.	AI	2
	Ability to work under own initiative.	I	3
	Aware of legislation relating to health and safety.	I	2
Minimum competencies *Customer focus*	Promotes and gives a positive image of both the Council and our service.	I	3
	Ability to deal tactfully with staff, external agencies and members of the public.	I	3
Communication and influencing	Produces written communications which are clear, fluent and which can be readily understood by the recipient.	AI	3
	Strong leadership qualities.	I	3
	Ability to supervise and delegate work effectively.	I	3
	Ability to plan rotas/shift patterns in line with the need of the service.	I	3
	Demonstrate tact and diplomacy in dealing with sensitive issues relating to staff, members of public.	I	3
	Ability to remain calm under pressure and deal sympathetically with distressed or agitated customers.	I	3
	Demonstrate the ability to communicate effectively and positively with the public and staff within the council.	I	3
Building relationships, Working together and in partnership	Co-operates and works well with others in the pursuit of team goals and sharing information.	I	2
	Able to communicate with others in clear spoken and written English.	AI	3
	Ability to work on own initiative, part of a team and be self-motivated.	I	3
Respecting & Implementing Diversity	Work with a diverse workforce some whom may not speak English as a first language to ensure the service is delivered safely and as planned.	I	3
	Work with a diverse range of clients acknowledging their unique needs and how best accommodate them,	I	2

	working in collaboration with the commissioning service.		
Planning, organising & achieving results	Manages time and prioritise work in effective and productive way. Effective organisational skills as demonstrated by achievement of deadlines, priority, setting, maintenance of accurate administrative records. Able to use initiative and can prioritise workload. To work accurately paying attention to detail. Familiar with a range of IT packages e.g. Word, Excel and Outlook. Undertakes a range of different task and is prepared to be flexible. Able to handle confidential information.	I I I AI AI AI I	3 3 3 3 2 2 3
Embracing change	Able to work flexibly and embrace new ideas and ways of working. Able to feedback on working practices and make changes where required to delivery improvement.	AI I	3 2
For those with Managerial Responsibility *Leadership*	Possesses the personal credibility to influence and direct the work of others and to inspire loyalty, leads by example and is visible in doing so. Champions new initiatives in support of strategic goals Encourages others to change and negotiates and implements change successfully.	AI I I	3 2 2
Managing and Developing people	Champions the appraisals process and actively seeks feedback from staff. Possess the resilience to manage staff and handle matters with the care and attention that is required.	I I	3 3
Special conditions:			
Signature of	**Name:**	**Date:**	