

Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Operational Depot Manager - Fleet Services
Salary:	£32,076 – £34,834
Grade:	G9
Hours:	37 – We are open to discussions about flexible working
Team:	Supported Transport – Contracted and Fleet Services
Service Area:	Environment and Place - Highway Operations
Primary Location:	<p>The primary location for the Supported Transport Service is County Hall, Oxford but the team do work in an agile way and this role will be located at the Council's Depot's that are located around the County.</p> <p><i>[Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process]</i></p>
Budget responsibility:	None - Traded Service £4m
Responsible to:	Area Manager – Fleet Services
Responsible for:	Circa 60 Drivers and Passenger Assistants
Political Restricted Post:	No

Job Purpose

The purpose of this job is to support the Supported Transport Service Management Team in the delivery of the Home to School Transport and Social Care transport network. The service provides transport for around 300 Children with Special Needs and vulnerable adults as well as operating the Oxfordshire Comet Service. It is the role of the Operational Depot Manager, Fleet Services is to ensure passengers are afforded safe, reliable transport by providing an efficient transport service.

Working with the Area Manager, Fleet Services the role will manage the front line, operational delivery of Fleet Services.

As Operational Depot Manager, Fleet Services the post holder will be accountable for the following activities:

- To manage all aspects of the daily activity of the front line, operational delivery of the service.
- Ensure all staff rotas and manifests are accurate and communicated effectively to staff.
- Assist the Area Manager in exploring and finding ways to increase the operational activity across the service to generate additional income.
- Ensure all staff have valid Disclosure and Barring Service Checks and all relevant training is fully up to date.
- Work with Senior Officer, Business and Community Engagement to ensure the staff handbook and standard operating procedures (SOP's) are up-to-date and regularly reviewed.
- Manage agency staff in line with OCC policies and probation.
- Assist the Area Manager in the management of Depots in line with H&S and property guidance, including but not exhaustive Fire Regulations and Control of Substances Hazards to Health,
- Assist the Area Manager to understand the vehicle asset requirement and manage the asset accordingly.
- Understand the Councils Carbon agenda in line with the Vehicle Strategy and ensure this fits the service
- When necessary complete passenger risk assessments and ensure all risk assessments for Special Needs students are up to date and relevant. Pass on any updated information to the SEN Risk Assessment Team.
- Assist in managing the schedule of vehicle maintenance, repairs and inspections checks of vehicles.
- Act as cover for the operational element of the Oxfordshire Comet Transport Service.
- Be available to provide driver and passenger assistant cover when required.
- Work with One Fleet to embed processes to align the Councils Vehicle Strategy with the service in relation to operational delivery
- Work with the Team Leader, Fleet Services to deliver relevant parts of the Service Delivery Plan, Business Impact Assessment and KPI's
- Ensure that all members of the team are managed and supported, with regular one to one/12.3.2 meetings, clear objectives and a training and development plan.
- Act as an escalation point in relation to complaints, queries or issues that cannot be resolved by Drivers or passenger assistants.
- To be a key member of the Supported Transport Emergency Transport Team – supporting the Council's Emergency Planning Team in times of need. Which may require working outside of the Councils normal working hours.

To work with our Residents, Staff, Members, Partners and Suppliers to ensure the delivery of required outcomes, in a consistent way, using the right skills and the most appropriate delivery methods.

To drive continuous improvement so we can be even more ambitious for our organisation and communities in the future.

To support our Organisation, People and Partners to look forward, using analysis and evidence to inform plans, manage risks appropriately and apply insight to ensure the delivery of effective services for our local people.

To learn and adapt to deliver positive outcomes in efficient and consistent ways, constructively challenging how services are provided and working together to build on our strengths.

The postholder will be expected to provide the Team Leader – Fleet Services with detailed information on operational issues, service delivery and management of staff to enable effective service planning and decision-making.

Job Responsibilities –

Team Leadership and Management

- To lead, inspire and motivate the direct team, through the efficient and effective management of services, staff and resources.
- Undertake any HR processes within the team, including onboarding and induction, one to one/12.3.2 meetings, and investigations
- Create a clear sense of ambition, performance and ownership of objectives through the effective use of performance management processes ensuring delivery of required service standards.
- Embed a culture of continuous improvement, building skills and knowledge amongst staff across the Contract and Market Management Team. This may include the delivery of training to the team or colleagues.

Strategy and Decision Making

- To ensure the delivery of the aims and ambitions of the Council, as set by the Council's Leadership Team, specifically relating to the Supported Transport Service and the Service Delivery Plan.
- To work closely with colleagues across the Directorate to embed more efficient and effective business processes, enabling the achievement of financial targets and savings.
- To work with the Area Manager and Team Leader, Contracted and Fleet Services on implementation of the planned transformation goals of the service.
- Make operational decisions when required.

Relationships and Stakeholder Management

- To build and promote relationships across the Council, its Suppliers and other Partners while delivering effective and consistent services, which represent value for money.
- Engage with staff and stakeholders to shape and agree priorities and objectives in line with the service delivery plan and relevant corporate policies and external legislation.
- To contribute to the development of advice, written reports and briefings relating to Supported Transport management activity to Members, both Council's Leadership Team, Programme Boards, Committees, MPs, and other stakeholders as required.

Technical / Professional

- Manage all direct reports. Responsible for the health & welfare, mentoring and development of those direct reports and ensuring that staff within the Team are supervised, dealing with issues on an exception basis.
 - Act as the support point for Drivers and Passenger Assistants enabling them to carry out the front-line delivery activities to ensure operational services are delivered. This may involve working with the Safeguard LADO Team in Children Services.
 - To the point of contact for complaints and queries relating to the operational delivery of the front-line services.
 - Have an understanding of Fleet Services budget to be able to support the Area Manager and Team Leader with insight into activity.
 - To understand Health and Safety legislation in regards to managing Depots.
 - Contribute to service projects and/or reviews, challenging existing practices and generating ideas and solutions, recognising and balancing risks with reward, meeting agreed timescales.
 - Support equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.
- Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
- May be required to work out of hours or at other times dependent on the needs of the Authority
- Support the implementation and then the maintenance of the 'Shepherd' real time contract management system, using it to evidence complaints of punctuality across the service.

Any other duties as may be deemed necessary to carry out the full remit of the role.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria	Assessed By:
At least three years' experience of working in an operational Fleet Transport Environmen, including building and maintaining professional relationships to the benefit of service delivery.	A
Educated to GCSE grade C level Maths and English or equivalent or comparable ability/experience	A
Experience performing a management role or evidence to that effect	A/I
Experience of delivering change, and ability to effectively communicate key messsages to teams	A/I
Experience of being able to manage logisital challenges	A/I
Ability to use own judgement in a range of situations, dealing with complex case issues and sensitive situations.	A/I
Understanding the need to comply with the Council's constitution, including its contract and financial procedures and regulations	A/I
Excellent Communication and negotiation skills	A/I
Be able to deal with members of the public in a professional manner	A/I
Proficient in MS Office skills (Word, Outlook, Excel etc)	I

Excellent time and management skills and experience of delivering tasks under pressure	A/I
Strong interpersonal skills - is approachable, ready to consult and share information and communicates with sensitivity and understanding.	A/I
Able to demonstrate observance with the council's values and behaviours	I
Able to confidently and professionally represent the council at meetings and in dealing with senior officers in the council.	A/I
Able to use own initiative and problem solve	A/I
Experience of managing People and Teams	A/I
Desirable Criteria	Assessed By:
Experience\Knowledge in Supported Transport or\and the wider transport industry	A/I
Professional Qualification in Transport and/or Health and Safety	A
Previous experience of performance and risk management	A/I
Experience of working with and interpreting government legislation as it relates to public services.	A/I
Experience in undertaking HR/complaints processes, including investigations	A/I
Previous experience of front-line working with Vulnerable Students and Adults	A/I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre-employment checks specific to this role are identified below (those ticked).

<input checked="" type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	R	Overseas Criminal Record Checks

<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
X	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	X	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
X	Working on/ or near a road	X	Regular work outdoors
X	Significant use of computers (display screen equipment)	X	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	X	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	X	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		