**Job Description**

**Senior Social Care Transport Co-ordinator**

**Role Profile** Specialist band I

**Service/Team** Environment / Passenger Transport

**Reports to** Social Care Passenger Transport Manager

**Responsible for** 5 Social Care Co-ordinators

**Number of posts** 1

**Post number** tbc

**Job Overview**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** supporting and deputising for the leader of the specialist team that co-ordinates and procures, safe and cost- effective Social Care passenger transport services on behalf of commissioners and Community Transport members.

The senior co-ordinator, providing authoritative technical and professional support to the team leader in the operational management, procurement and efficient delivery of safe social care transport. This includes supporting the professional development of a team of social care transport co-ordinators and drivers. Monitoring transport suppliers to resolve contractual and service issues. A lead role in processing transport requests from commissioners on behalf vulnerable people. This involves the planning and co-ordinating of passenger transport by optimising the utilisation of the in-house fleet and procuring transport from contractors. Ensuring that services are safe, efficient, sustainable and compliant with statutory regulation and industry good practice.

**Key Responsibilities**

* Day to day supervision and support of the team responsible the efficient processing and co-ordination of requests for social care transport.
* Meet the needs of customers in accordance with legislation and council policy by designing, specifying and procuring safe, cost effective and efficient social care transport solutions
* Optimise the use of resources through the planning and procurement of safe, efficient and cost-effective passenger transport services. This will include both the in-house fleet / drivers, contracted services and volunteers.
* Lead responsibility for the safe and efficient day to day operation of passenger transport including liaison with commissioners, social worker staff, carers, drivers, transport suppliers and other agencies.
* To sign off risk assessments to underpin proactive decision making after researching and collating information about passengers to ensure that foreseeable risks are managed.
* To devise creative individual travel plans to ensure appropriate, safe, sustainable and cost-effective transport solutions. Including those with the most challenging needs.
* Ensure value for money and compliance with financial regulations by the effective procurement of passenger transport. This will include the preparation of specifications for tender documents and contract management.
* To assist with the development of business processes and maintain passenger transport databases to ensure reliable service delivery and accurate management information.
* General driver, volunteer driver and passenger assistant support including contributing to recruitment and training, the processing of timesheets and ensuring compliance with absence procedures. The supply of stationary, uniform and equipment.
* Ensure effective business relationships with suppliers and volunteers through the efficient processing of orders and invoices and the production of effective management information.
* Improve the utilisation of the in-house fleet by contributing to business development initiatives.

**Specific Qualifications and Experience**

* Degree level academic achievement or equivalent workplace experience.
* Proven competence of leading an administrative team within a demanding and busy office environment.
* Experience of working in passenger transport, logistics or customer services.
* Detailed knowledge of passenger transport legislation, health and safety and good operational practice; including the specific challenges of vulnerable and disabled travellers.
* Demonstrate an empathetic understanding of the transport needs of vulnerable people and the impact on families.
* Understanding of good procurement practice and contract management. The ability to negotiate with operators regarding performance issues.

**Personal Qualities & Attributes**

* Excellent customer service and communication skills. In order to establish and maintain effective working relationships with suppliers, colleagues and customers some of whom may be highly emotional or experience communication difficulties.
* Strong organisational and analytical skills with the ability to design efficient integrated transport schedules using a combination of local geographic knowledge and resource planning skills.
* Good IT skills with the ability to use common and passenger transport specific software.
* Strong analytical abilities and the ability to work methodically and accurately, this includes attention to detail when under pressure and retaining focus when completing routine tasks.
* The confidence to work on own initiative to solve problems, provide specialist advice and manage risks associated with passenger transport.
* The ability to remain calm under pressure and the resilience to deal with challenging situations sensitively and assertively when required.
* Positive approach to work, self-motivated with a commitment to professional development.
* Proven ability to manage time effectively, prioritise and meet deadlines and targets.
* Knowledge of and commitment to equality and diversity.
* The ability to respect the views of others and work as part of a team.

**Job Requirements**

* A flexible approach to working hours including cover from 07:30 until 18:00 and potentially evening and weekend work on occasions.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Enhanced DBS check.