

Job Title Transport Contract Officer		Thematic Area Education Support Services	
Post No. 1904	Grade D	Service Travel Assistance Service	Location Sandwell Council House/Various in and out of Sandwell Borough
Responsible to Senior Transport contract officer Assistant Manager Travel Assistant Service Travel Assistant Service Manager	Contacts Members of the Council. Council employees. Voluntary and Statutory Agencies. Service Users and their Carers. Members of the public. Educational establishment	Persons responsible for: <i>(May be presented in the form of an organisation chart)</i> Attach separate sheet None	
		Special conditions Approver: None/I-procurement Order and Receipt/I-procurement Order and Approve	
Working hours 37 hours. Must be available for work on a rota between the hours 7.30am to 5.00pm		Conditions of Service NJC	

This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet changing circumstances.

Job Summary

To organise and procure passenger transport as required by the Council.
To provide an administrative function in relation to passenger transport and the service area as a whole.
To be responsible for all aspects of the allocated transport contracts including administration and the development of good working relationships with all stakeholders.

Your current duties and responsibilities are:-

1. To assist the senior officers to provide and develop safe, efficient and cost-effective passenger transport services.
2. To be responsible for operating effective systems to manage a given case load of transport contracts to include:
 - To be responsible for the tender of contracts process and making decisions regarding awarding tenders based on best value.
 - following procedures to ensure best value and most cost-effective method of transport is procured.
 - developing good working relationships with service users, parents/carers, schools, other establishments, and suppliers by telephone, email, written correspondence and face-to-face .
 - undertake regular site visits to monitor effectiveness and develop improvements of the current transport contract.
 - maintaining auditable records to ensure queries and challenges can be responded to effectively.
 - ensuring effective communication so that all relevant managers and officers are aware of relevant information to enable those persons to make decisions.
3. Preparing documents for internal and external agencies to procure the transport as requested by client service areas. Utilising the Council's procuring system and award cost effective contracts.
4. Plan, route and map transport routes using internet-based resources.
5. To check, authorise and pay invoices for the Authorities transport contracts for external and internal partners.
Raise SBS orders and payment of invoices for Travel Passes Education and SEND pupils
Raise invoices for external providers on SBS.
Processing internal ledger transfers.

6. To contribute to in proactively reviewing the passenger transport procurement, procedures and practices.
7. To be flexible when areas of pressure are identified in the TAS including covering other posts during absence/leave to ensure the effective provision of the essential functions of the TAS
8. To assist in monitoring the provision of passenger transport services and provide all necessary information to enable the control of the use of resources
9. Under the direction of senior officers set and update work objectives and priorities, plan activities and determine work methods, monitor and evaluate during the monthly supervision.
 10. To undertake training enabling the development of a multi-skilled team ensuring staff absences have no impact of the quality of the service delivery
 11. To obtain, collate and evaluate information to aid decision-making and advise managers, colleagues and client organisations
 12. To contribute to the development and review of the business plan and training plan
 13. Under the direction of the senior officer's plan, develop and maintain appropriate systems of management information and communication technology to meet the needs of the TAS and its clients (attending identified training as necessary).
 14. To solve problems where appropriate and respond effectively to enquiries and complaints from client organisations, service users, public and other agencies in accordance in accordance with Council standards and escalate as appropriate.
 15. To liaise with client service areas, partners, other organisations and services as required and help ensure all financial, legal and regulatory requirements are met.
 16. To participate in the operation of the Council's Appraisal Scheme.
 17. It is your responsibility to carry out your duties in line with the Council's policy on equality and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. You should act as an exemplar on these issues and should identify and monitor training for yourself and any employees for whom you are responsible, in line with this policy and also the Equalities Act 2010.
 18. Such other duties as may be appropriate to achieve the objectives of the post to assist the Thematic Area in the fulfilment of its objectives commensurate with the post holder's salary grade, abilities and aptitudes.
 19. The post holder must at all times carry out his/her responsibilities with due regard to the Council's policy, organisation and arrangements for Health and Safety at Work.