**SEFTON METROPOLITAN BOROUGH COUNCIL**

**JOB DESCRIPTION**

**Department:** Operational In-House Services **Location:** Hawthorne Road Depot

**Section:** Specialist Transport Unit – Operations **Post No:** 003845

**Post:** Operations Manager **Job Evaluation Number:**

**Grade:** Grade I

**Responsible To:** Service Manager

**Responsible For**: Operational Supervisors

**JOB PURPOSE**

The operational management and delivery of a cost effective and efficient passenger transport service to both SEND and ASC service users on behalf of Sefton MBC, together with Commissioning bodies.

**MAIN DUTIES**

1. Manage and monitor the daily operations of the STU service enhancing strong links between the In-House Operations and Travel Support Team to provide the best possible service.
2. To ensure all routes and services provided are done so in accordance with Transport and Sefton’s policies and procedures.
3. Plan route optimisation for all routes within the STU Service.
4. Evaluate, make decisions and provide feedback on all requests from service from the Travel Support Team.
5. Provide a full range of administration, technical and legislative knowledge to ensure the effective running of the service.
6. Ensure compliance is fully adhered to regarding all statutory regulations & legal requirements.
7. To assist in the provision of all necessary advice and professional services involved in the management of the STU.
8. Process, check and maintain database on all routes and staffing documentation to ensure the Authority complies with its legal obligation.
9. Assist with all documentation including risk assessments on routes.
10. Ensure performance monitoring procedures are established and conducted.
11. Provide reports relating to service delivery and costs including key performance indicators.
12. Provide information for Councillors, Committee’s and Cabinet as and when necessary.
13. Represent the Authority in court proceedings when required.
14. Manage the implementation and maintenance of all systems and procedures within the service to ensure the most cost-effective method of service delivery.
15. Manage the STU fleet vehicles in conjunction with the Fleet Manager ensuring transport is appropriate, fit for purpose with sufficient flexibility taking into account service scheduling.
16. Provide specialist knowledge of transport services within the STU to service users, business partners and internal teams.
17. Lead in all areas of recruitment and retention of staff within the STU.
18. Assist Supervisors with the organisation of the daily runs as required.
19. Arrange and engage with specific training requirements within the service for all staff and Supervisors.
20. Investigate and progress all enquiries, complaints, requests within the service from both internal and external bodies.

10. To ensure that data information is lawfully gathered, accurate and up to date and only divulged 'In accordance with the Data Protection Act, 1998, L.A. Circular No 17 1988 (Confidentiality of Personal Information) and Access to Personal Flies Act 1987 (Social Services) Regulations 1989 (S1 1989/206).

1. To undertake any other duties as directed from time to time to meet the exigencies of the service, that are commensurate with the grade.

**SPECIAL CONDITIONS (if applicable)**

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are ‘spent’ under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

**GENERAL:**

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

**Prepared by:** Marie Gosling

**Designation:** Service Manager

**Date:** 7th June 2024.