

SERVICE MANAGER TRANSPORT & ADMISSIONS

Role Profile



Title	Service Manager Transport & Admissions	
Grade	GRADE I	
Reference:	N927	
Reports to:	Head of Access to Learning	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Manager	
Primary purpose of role	The post holder will provide leadership and management to the School Admissions Team and the Transport and Allowances Team within a culture of continuous improvement acting as lead officer for Home to School Transport, concessionary travel, free schools meals entitlement, School Crossing Patrol Service and School Admissions.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Deliver Plymouth City Council's statutory responsibilities and key business priorities in relations to School Admissions (20%) ▪ Ensure the local authority delivers a fair, efficient and effective school admission system for children and parents of Plymouth (20%) ▪ Deliver Plymouth City Council's statutory responsibilities and key business priorities in relation to Home to School Transport (20%) ▪ Ensure the local authority delivers a fair, efficient and effective Home to school transport service to children of Plymouth (20%) ▪ Monitoring of budgets and reporting to management and accountants (10%) ▪ Responsible for the co-ordination and oversight of the preparation and presentation of school admissions and transport appeals to panels in accordance with statutory regulations (10%) 	Role measures <ul style="list-style-type: none"> ▪ Ensure all work undertaken by the School Admissions Team is compliant with government regulations, internal processes and guidelines ▪ Ensure all work undertaken by the Transport and Allowances Team is compliant with government regulations, internal processes and guidelines. ▪ Support the City's overall objectives, KPIs and key business priorities in relation to home to school transport, concessionary travel, free schools meals entitlement, school crossing patrols and school admissions ▪ Effective management of staff within the School Admissions and Transport Teams. Ensuring that high volumes of referrals and enquiries made to services are dealt with in line with statutory and service expectations.

Key activities	<ul style="list-style-type: none"> ▪ Undertake all management functions for direct reports in accordance with PCC policies and guidance, including recruitment, performance reviews, sickness monitoring, management investigations, updating systems accurately (30%) ▪ Ensure both the Transport and School Admissions services are managed in accordance with all relevant legislation, codes of practice, statutory instruments. (20%) ▪ Evaluate applications from new operators applying to join the DPS. Undertake due diligence and approve/reject applications. Undertake investigations, performance management and identify sanctions where appropriate against drivers and providers (10%) ▪ Ensure budgets are monitored to ensure operation within financial constraints (10%) ▪ Oversee compliance with regulatory requirements to minimise risk of noncompliance and maximise parental preference. Review policies and procedures ensuring compliance with legislation (10%) ▪ Offer advice and guidance to internal and external partners via direct contact, presentations, website and printed literature (10%) ▪ Preparation of committee reports and briefing papers (10%) ▪ Carry out other duties appropriate to the grade of the post.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent or extensive knowledge and experience in a related area ▪ Leadership and change management skills ▪ Knowledge of procurement practice and procedures ▪ Knowledge and understanding of budget management and preparations, finance and planning and budget monitoring ▪ Understanding of current legislation as it applies to school transport and school admissions.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Management qualification ▪ A knowledge and understanding of Special Educational Needs ▪ A knowledge of on line application processes ▪ A knowledge of procurement processes.
Essential experience	<ul style="list-style-type: none"> ▪ Demonstrable working experience of providing managerial support in an educational environment ▪ Experience of budget management, preparation and monitoring ▪ Experience of undertaking risk assessments ▪ Experience of liaison and providing advice to Councillors, Head teachers, members of the public, and other internal and external stakeholders ▪ Experience of forward planning, network planning and project planning.
Desirable experience	<ul style="list-style-type: none"> ▪ Experience in a transport related field ▪ Experience in school admissions

	<ul style="list-style-type: none"> ▪ Experience of representing a service at independent panels ▪ Experience of dealing with tribunal and Ombudsman complaints ▪ Experience of managing remote workers.
Essential skills	<ul style="list-style-type: none"> ▪ Developed interpersonal and communications skills for training and mentoring staff, undertaking a caseload and exchanging and presenting information to a range of agencies ▪ Planning skills for weeks and months into the future to ensure the operational requirements of the service are delivered. ▪ Keyboard and ICT skills for carrying out casework, processing data relating to the service, producing reports, policies and emails ▪ Analytical skills and a creative approach to problem solving.
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	