

Job Description

Department:	Education
Division/Section:	Children and Young People's Services
Job Title:	Monitoring Officer
Post No:	New Post
Grade:	8
Reports to:	Passenger Transport Strategy and Policy Manager
Organisation Chart: Show immediate manager and any jobs reporting to this post.	
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: None No. of indirect reports: None
Size of budget:	N/A - state whether <i>accountable</i> for (i.e. budget holder) or <i>accounting</i> for (e.g. monitoring)
Job Purpose:	To monitor the fulfilment of Passenger Transport contracts in the field through liaison with contractors, and report on this to Transport Team managers. To be the main point of contact for partner agencies to facilitate further monitoring activities and legislative compliance. To work in conjunction with the Passenger Transport Manager, highlighting training needs in contractors and monitoring the success of training.

Main Duties and Responsibilities:

To monitor the live passenger transport contracts on a daily basis and write reports to the Passenger Transport Team Manager on breaches of contract.

To identify and act upon any health and safety issues which may cause harm to service users.

To be the main point of contact with partner agencies to facilitate further monitoring activities and legislative compliance. To represent the Local Authority at public enquiries made by partner agencies.

To work in conjunction with the transport team, highlighting training needs in contractors and monitoring the success of training. Act as lead officer in the development and delivery of this training.

To monitor the fulfilment of Passenger Transport contracts in the field through liaison with contractors. This will include facilitation of contractor forums, and stakeholder engagement mechanisms to ensure feedback loops are built into contract monitoring.

To monitor the application of safeguarding measures in Passenger Transport contracts and report back to the Passenger Transport Manager where there are concerns.

General administrative duties related to the Passenger Transport Team.

To demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.

<p>Generic Responsibilities:</p>	<p>To carry out all responsibilities with regard to the Council’s Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
<p>Flexibility Clause:</p>	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation’s other sections or departments.</p>
<p>Variation Clause:</p>	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: Dec 22

COMPLETED BY: Fran Cox

Version: 1	Date Issued: February 2017	Review Date: February 2019
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Person Specification

JOB TITLE:	Monitoring Officer	POST NO:	TBC
GRADE:	8	DEPARTMENT:	Place Planning
HOURS	Full time, permanent		
DIVISION:	Children and Young People's Services Education	DIRECTOR:	TBC
DATE:	Dec 22	COMPLETED BY:	Fran Cox

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> A good working knowledge of Microsoft Windows and Office packages <ul style="list-style-type: none"> Knowledge of health and safety legislation Knowledge of Data Protection and Equal Opportunities legislation and their requirements Ability to check routes to find the most practical method of transport; lowest cost, shortest distance etc. Knowledge of budget management principles e.g. ability to suggest alternatives transport options to lower costs. 	<ul style="list-style-type: none"> Knowledge of council policies and procedures Understanding of project management principles
SKILLS & ABILITIES	<ul style="list-style-type: none"> Able to prioritise workload and complete in timely manner <ul style="list-style-type: none"> Able to consistently produce work of a high standard Good interpersonal skills - able to communicate in a friendly, open and constructive manner Able to work on own initiative with minimal supervision Committed to the continuous development of the service, the role, and themselves as an individual. 	<p>Approachable and adaptable</p> <p>Ability to grasp, assimilate and apply information and concepts quickly</p>
EXPERIENCE	<ul style="list-style-type: none"> Extensive office administrative experience Able to evidence individual professional achievements 	Experience of working in a local authority
QUALIFICATIONS	<ul style="list-style-type: none"> A Level, NVQ3 or equivalent standard (e.g. GNVQ, Certificate in Management, BTech). IT qualification (CLAIT / IBT2 / RSA / ECDL) 	NVQ Level 3 NVQ Assessor
	<ul style="list-style-type: none"> N/A 	

PERSONAL CIRCUMSTANCES		
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]