



# JOB PROFILE

<b>Post Title:</b>	Transport Service Manager
<b>Portfolio:</b>	Central Support Services
<b>Responsible to:</b>	Head of Transport Services
<b>Responsible for:</b>	Auto Spares Operators, Public Transport Service Bus Drivers
<b>Grade:</b>	Grade D

## Job Purpose

To improve the lives of all within our community and help the island thrive by supporting the Transport Trading Account operations that underpin the delivery of an effective and efficient transport service including plant/equipment for the Public Service; and, the provision of plant and equipment for public hire in the absence of supply from the private sector.

## Main Duties and Responsibilities

1. Provide high level support to the Head of Transport with the day to day management of the SHG transport service having due regard to approved policies and regulations.
2. Assist with the preparation of the annual three-year rolling budget estimates; review and update the vehicle hire charges and mileage rates for Treasury approval; and work closely with the Budget Support Officer to monitor expenditure and receipts and undertake monthly forecasting to ensure the section operates within budget.
3. Maintain an overview of the auto spares stock /operations to ensure compliance with Public Finance Ordinance and relevant Regulations and Procurement Regulations and organize the annual end of year stock checks.
4. Liaise with the Garage Manager and the Head of Transport Service to ensure ample stocks are available which are compatible with new vehicles and that proper disposal is carried out for obsolete parts in compliance with Procurement Regulations.
5. Lead on the procurement process for the Transport Service ie scrutinize and verify requisitions for vehicles, spares and equipment, liaise with Procurement Office to register the procurement and with the Attorney General's Chambers with regard to supporting contract documentation and, the evaluation of tenders.
6. Work and liaise with off shore manufacturers and service providers when sourcing spare parts, vehicles and technical support, whilst ensuring compliance with contractual requirements and completion of Asycuda entries for Customs purposes.
7. Capture, monitor, reconcile and analyse data in connection with vehicle useage and expenditure to help inform the annual review of hire charges for both the public and private sectors and to inform changes in regard to vehicle allocation and cost recovery.



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8. Assist with the development and review of policies and procedures relevant to Health and Safety including the safe use of vehicles and equipment within the work place and, work with colleagues to help ensure adherence.
9. Assist with the preparation of reports in connection with accidents involving SHG vehicles to include recommendations on cost recovery, bearing in mind the need for these reports to be suitable and sufficient in detail and accuracy to become evidence in a court of law.
10. Assist with the monitoring and reporting of progress against actions pertaining to the Transport Section as set out in the Central Support Service' 3-year rolling Strategy and Delivery Plan.
11. Build and maintain relationships with customers through team work and effective communication to help ensure optimum service delivery with due regard to the different priorities and needs of essential public services.
12. Foster joined up working across the different operations with the Transport Service and encourage staff to take ownership of their personal learning and development.
13. Undertake people management activities, such as absence management, managing conduct, and conflict resolution, conducting appraisals etc. and completing Manager Self Service (HR21) processes as required.
14. Deputise for the Head of Transport Services when they are on prolonged periods of leave, ensuring continued and proficient service delivery.

## Special Conditions

- Reasonable availability to attend vehicle and heavy plant equipment accidents after normal working hours especially when deputizing for the Head of Transport Service.
- The job holder will spend time in both workshop and plant environment and will therefore be subjected to noise, grease and at times adverse weather conditions during site visits.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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## Core Competency Framework

Competency	Level
<b>Professional Development:</b> <i>N/a</i>	(i)
<b>Planning &amp; Delivery of Work:</b> <i>Ensures appropriate resources and levels of capability to deliver to plan.  Promotes and enforces appropriate organisational rules and procedures  Leads by example in managing business relationships</i>	(iv)
<b>Analysis and use of Information:</b> <i>Interprets complex written information.  Able to assess the validity, relevance and limitations of different sources of evidence.  Generates a range of options and appraises them based on evidence available.</i>	(iv)
<b>Decision Making:</b> <i>Thinks through the implications of decisions.  Breaks down highly complex information into workable components for others.  Draws together disparate information to resolve problems.  Facilitates others to generate and solve problems.  Empowers others to take creative decisions to meet organisational needs.  Considers internal and external influences in complex decision making and problem solving.  Solves problems that have significant long-term implications for the organisation.</i>	(iv)
<b>Working with Others:</b> <i>Informs, consults and influences others using a range of communication mechanisms.  Engages with others to gather information  Shares and implements good practice with others  Works with senior management and other stakeholders</i>	(iii)
<b>Communication:</b> <i>Varies language and content by explaining and using examples to ensure understanding of audience. Highlights key points for summary from detailed and complex documents</i>	(iv)
<b>Influencing and Persuading:</b> <i>Encourages and provides constructive feedback to improve performance.  Ensures alternative approaches to work are effective in meeting the organisation and individual needs  Remains constructive when disagreeing or challenging.  Challenges inappropriate employee behaviours.</i>	(iii)
<b>Dealing with Change:</b> <i>Encourages employees to embrace and contribute to change.  Presents the business need for change and can focus others on the positive aspects.  Enables others to implement change.  Anticipates obstacles to change.</i>	(iv)
<b>Continuous Improvement:</b> <i>Can describe what the future looks like in terms of service improvements and modernisation.  Motivate others to improve and develop their performance.  Constructively challenges existing strategies.  Sets SMART objectives for teams and evaluates them</i>	(iii)



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Competency	Level
<p><b>Managing Resources:</b> <i>Ensures appropriate resources and levels of capability to deliver to plan</i> <i>Uses management information to monitor/control resources.</i> <i>Supports initiatives for new and more efficient use of resources.</i> <i>Gains respect and credibility from team members through effective delegation, coaching and development.</i></p>	(iv)



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
GCSE Maths and English Grade C or above	E	√	
A valid driving license- Class A & C	E	√	
Diploma in Business Administration	D	√	
IOSH or NEBOSH Health & Safety qualification.	D	√	
CAT qualification or equivalent.	D	√	
<b>Knowledge &amp; Experience:</b>			
Knowledge of procurement processes	E		√
Considerable financial and personnel management experience and a good understanding of accounts/budget procedures.	E	√	
Basic understanding of automotive and or plant practices	D	√	
<b>Skills and Abilities:</b>			
Ability to communicate effectively with offshore suppliers	E		√
Computer skills for the operation of the management information system (Access Accounts), MS Excel and internet research	E	√	
Ability to use electronic communication methods E.g. to communicate effectively with suppliers of spares, vehicles and Plant	E		√
An analytic mind and good numeracy skills.	E		√
Excellent people management and negotiation skills	E		√
Excellent financial acumen.	E		√
The ability to demonstrate good communications skills to be able to work as a member of the middle management team and manage subordinate staff	E		√
Good intuition to make crucial judgment calls.	E		√
Ability to demonstrate excellent customer service skills	E		√
Able to meet tight deadlines	E		√
Ability to analysis data	E		√
Possess good analytical and practical skills;	E		√
Ability to develop and motivate staff.	E		√
Good organisational skills to plan and co-ordinate resources	E		√



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<b>Other:</b>			
Willingness to work flexibly – some evening work may be required as well as call outs.	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.

#### TEAMWORK

We work together and we support each other.

### Professional or Career Progression Cadre Competency Framework

*N/a*