

## JOB DESCRIPTION & PERSON SPECIFICATION

**The postholder is expected to work to the Lincolnshire County Council Core Values, Behaviours and to carry out all duties in accordance with Lincolnshire County Council policies**

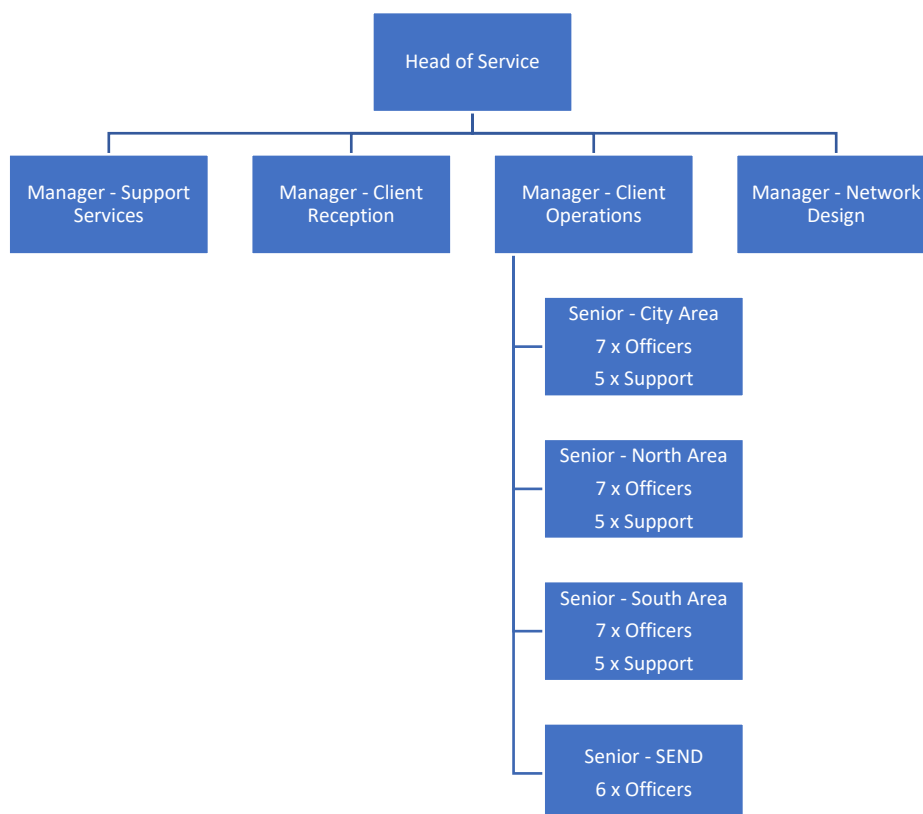
<b>Director Area: Place</b>	<b>Job Ref Number: 03342</b>
<b>Service Area: Transport Services Group</b>	<b>Grade: G4</b>
<b>Job Title: Support Officer – Client Operations</b>	

### PURPOSE OF JOB:

To deliver the purpose of the Transport Services Group through the planning, commissioning, contracting, reviewing, promotion and management of transport and related requirements including by:

- Leading and managing, encouraging new ways of thinking and working.
- Maintaining and developing strong, positive relationships with all internal and external stakeholders.
- Ensuring an integrated approach to performance management, quality standards and service delivery.
- Support the delivery of the design of additional/secondary passenger transport routes to accommodate educational and social care travel
- Support the delivery of contracting and contract management activity for passenger transport
- Support the delivery of countywide operations for passenger transport

### TEAM STRUCTURE:



### MAIN DUTIES:

1	<b>Resource Management</b> <i>Support - Responsible</i> Managing all aspects of all resources, from client demand levels to the team's allocated budget, providing accurate monitoring and forecast data to the Head of Service to ensure financial matters are dealt with in accordance with the Council's Finance Procedures. Establishing and implementing, if required, effective business continuity plans.
2	<b>Commissioning and contracting.</b> <i>Support - Responsible</i> Reviewing, tendering, procurement and operational management of passenger transport services contracts ensuring the highest standard of service, adherence to policy and value for money.
3	<b>Policy Framework</b> <i>Support - Responsible</i>

	Adhering to all requirements and aligning strategically and operationally within the Council's Policy Framework, including the Corporate Plan, and all health & safety and safeguarding requirements.
4	<b>Line Management and Supervision.</b> To provide clear and visible leadership within a team that commission and contract passenger transport services in accordance with Service Level Agreements, policy, budgetary and statutory requirements.
5	<b>Internal and external stakeholder liaison</b> Effectively cultivate, manage and monitor positive relationships with both internal and external stakeholders, eliciting their views to ensure minimal impact on service delivery and negotiated outcomes for all parties.
6	<b>External and Internal Service Representation.</b> To create a positive image for the Council by acting professionally at all times as the Council's representative at a range of working groups, conferences, media and other third-party events, continually identifying opportunities for change and service development.
7	<b>Corporate responsibilities</b> With the support of HR and Line Management, Deputising for any role at a more senior level and/or covering for any role at a comparable level. Undertake operational investigations, preparing and presenting reports and briefs together with responding to correspondence all with adherence to the Council's response timelines, policies and procedures.
8	<b>Customer Service.</b> Deliver an exceptional standard of customer service to both internal and external stakeholders within a political environment whilst taking into account the wide range of service users requirements.

#### PERSON SPECIFICATION

Requirements – <i>level determinate to grade and assessed at interview</i>	Where identified*	Manager	Senior	Officer, Support
		Essential		
The ability to work within a planned structure whilst responding, in a positive manner, to changing demands.	I	Exceptional	Enhanced	Enhanced
Change resilience and responsiveness in an environment of risk management.	I/P	Exceptional	Enhanced	Enhanced
Understand the context of the Council's strategic and operational decisions and their impact on other areas of work, both Internal and External.	I	Exceptional	Enhanced	Enhanced
Interpersonal and customer service skills in a range of political and emotionally charged situations.	I	Exceptional	Enhanced	Good
The ability to strongly lead, motivate and line manage teams and individuals.	A/I/P	Exceptional	Enhanced	Good
A disciplined and robust approach to program and project management and delivery.	A/I/P	Exceptional	Enhanced	Good
Effective resource management, including staff, consumables and budgets.	A/I	Exceptional	Enhanced	Good
An in depth understanding of the importance and application of effective internal and external stakeholder liaison.	A/I	Exceptional	Enhanced	Good
Negotiation and influencing skills that require the careful balance of professional objectivity, empathy and expectation management within the Council's Policy Framework.	I/P	Exceptional	Enhanced	Good
The ability to use initiative, making and taking responsibility for justifiable decisions, within the Council's Policy Framework, regardless of personal opinion.	I/P	Exceptional	Enhanced	Good
Communication skills to ensure the effective delivery of information in a wide variety of settings to diverse groups.	A/I/P	Exceptional	Enhanced	Good

The ability to attune to the attendant nuances and demonstrate an understanding of the importance of the political environment and its influence on process and decision making.	I	Exceptional	Enhanced	Good
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\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder will challenge, in an appropriate manner, existing practices and behaviours and identify new and better ways of working, delivering services to help the Council achieve its strategic outcomes within the context of financial challenges, whilst maintaining 'Business as Usual' service delivery and all statutory duties.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if concerned are required to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Diversity and Equality** – The Council embraces inclusion, equality and diversity and we are committed to building teams with strong competencies together with a variety of backgrounds and skills. All employees are expected to fully adhere to the Council's Diversity and Equality policies.