

## JOB BRIEF

**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**

**Director Area: Place**

**Job Ref Number: 03342**

**Service Area: Transport Services Group**

**Grade: G4**

**Job Title: Support Officer – Client Operations**

### **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

### **MAIN DUTIES:**

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>1</b> | <p><b>Resource Management</b><br/>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.<br/>Establishing and implementing, if required, effective business continuity plans.</p>                                                                                                                                                                                                                                                                                                                                                                                |
| <b>2</b> | <p><b>Commissioning and contracting.</b><br/>Reviewing, tendering, procurement and operational management of passenger transport services contracts ensuring the highest standard of service, adherence to policy and value for money.</p> <ul style="list-style-type: none"> <li>• Support in delivery of countywide operations for passenger transport</li> <li>• Support in delivery of all required commissioning and contracting processes</li> <li>• Support in delivery of all required contract management activity</li> <li>• Support in delivery of scheduling of services</li> <li>• Support in delivery of advice and guidance to clients</li> <li>• Support in delivery of optimised and efficient transport routes with an integrated transport approach</li> </ul> |
| <b>3</b> | <p><b>Policy Framework</b><br/>Adhering to all requirements and aligning strategically and operationally within the Council's Policy Framework, including the Corporate Plan, and all health &amp; safety and safeguarding requirements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>4</b> | <p><b>Line Management and Supervision.</b><br/>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>5</b> | <p><b>Internal and external stakeholder liaison</b><br/>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>6</b> | <p><b>External and Internal Service Representation.</b><br/>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>7</b> | <p><b>Corporate responsibilities</b><br/>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.<br/>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.</p>                                                                                                                                                                                                                                                                                                                                                                     |
| <b>8</b> | <p><b>Customer Service.</b><br/>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |