

Job Profile

Job Title: Transport Service Controller (CATS)

Job Grade: Level 3 Zone 2

Salary Range: £36,984 - £42,526

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy, we're home to the most important conversations happening today and we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About CATS

Camden Accessible Travel Solutions (CATS) is the Council's in-house transport service. It is based within York Way Depot, in King's Cross, London and sits within the Environment and Sustainability Directorate under Supporting Communities.

The service is responsible for a wide range of transport related services including the provision of accessible buses for children and adults, taxi bookings, fleet maintenance, an MOT service, driver training, fuel provision and manages a range of concessionary travel schemes.

About the Logistics Team

The Service Controller is based within the Logistics Team, which is responsible for managing and booking transportation, predominantly for Special Educational Needs (SEN) and Adult Social Care (ASC) clients travelling in buses and taxis.

The postholder will report to the Logistics Manager and work alongside 4 other Service Controllers, a Travel Options Manager and an Occupational Therapist.

About the role

This role will play an essential part within service delivery of transport operations. Service Controllers are first line managers and work closely with drivers and passenger assistants to ensure services operate to the highest possible quality standards. Therefore, this will require a high level of self-motivation and an ability to work accurately and effectively under pressure. They are responsible for ensuring quality standards of operational effectiveness and staff performance by guiding, advising and supporting frontline staff within Council policy and procedures. Service Controllers will also need to demonstrate superb customer care skills when liaising with service users/families/schools either in person, by phone or email.

Example outcomes or objectives that this role will deliver:

- Planning of daily schedules to ensure adequate resources are in place to deliver safe, efficient, and reliable operations of the Council's services in order to meet service user needs. In specific ensuring that there are adequate drivers, passenger assistants and buses available for full service on a daily basis.
- Ensure that frontline staff always maintain the highest standards of operation in terms of service reliability, punctuality, presentation, and customer care to maximise the success of the service.
- Manage direct staff reports and ensure they understand and operate in accordance with the Council's policies, regulations, and codes of conduct.

- Ensure that all staff undertake all necessary safety related vehicle checks to the standard required by the legislation. Support all staff in ensuring that all legal drivers' hours and Health & Safety legislation is always adhered to.
- Assisting the Logistics Manager with appropriate investigations into complaints, accidents or any other incident as required and preparing letters of complaints and Councillor enquiries.
- Liaising with customers, either in person, by phone or via email and resolving any issues resulting from such contact and where necessary to carry out Home visits and also schools and day centres site visits.
- Display a proactive and flexible approach at all times and to assist management colleagues as and when necessary. At all times be an ambassador of Camden Council and bus use in general.
- Monitoring and reconciliation of contracts and budgets to ensure accurate invoicing and payments to third parties and internal stakeholders.
- Quality checks, reviews, and management of Framework provider contracts (e.g. taxis) to ensure Council is receiving value for money.
- The role will also require periodic routing to be carried out for all bus routes.

About you

Technical Knowledge

- Competent in the use of Microsoft Programmes such as Word, Excel, Teams, Outlook
- Knowledge of vehicle routing software (desirable)
- Knowledge of and understanding of legislation of the legal and road context for road transport operations, in relation to Section 19/22 permits / or PSV Operators licence as issued by the Traffic Commissioner (desirable)

Qualifications

- Current UK Driving Licence Category D1 holder with a minimum of two years post qualification experience (essential)

Experience

- Experience of supervising or managing a team to ensure the delivery of an effective and efficient service.
- Experience of working with vulnerable adults and children, understanding their needs and safeguarding policies and procedures.
- Experience of vehicle routing software and vehicle compliance requirements.
- Experience of responding to and managing complaints/investigations, freedom of information, and subject access reports.
- Experience of working to distinct timeframes within a pressurised operational environment.
- Experience of budget monitoring, ensuring processes are in place for the preparation and reconciliation of purchase orders, invoices other accounting procedures.

Work Environment

The post holder will be expected to work flexibly, as per the Council's agile working policy. The post holder will be based within the transport depot at York Way, King's Cross. The post holder may be expected to attend meetings with key stakeholders within other premises or other council offices.

The Council's normal working hours are between 7am to 10pm Monday to Friday and 8am to 5pm Saturday and Sunday. From time-to-time you will be required for weekend working at the depot. You may also be asked to work hours that are additional to or different from the hours you usually work, which may on occasion mean an earlier start time of 6am.

From time to time the role may require Service Controllers to act up as a Passenger Assistant or Driver to ensure business continuity.

The post holder will be provided a uniform appropriate for working within a transport depot and in accordance with Health and Safety protocols for ensuring staff safety at work.

People Management Responsibilities

The post holder will provide front line management support to Drivers and Passenger Assistants, including day-day support inclusive of absence, conduct and compliance.

Service Controllers will be delegated a cohort of staff to support on a daily basis to cover Return to Work, absence, annual leave, supervisions and inductions and risk assessments (including DBS processing).

Relationships:

The post holder will report directly to the Logistics Manager whilst working closely with managers and officers across the Service (CATS) and key stakeholders from both within the Council and external partners.

Key contacts are likely to include:

- Customers, carers, members of the public
- Adult Services, Children's Services and Children and Young People Disability Services
- Representatives from Disability Groups and Voluntary Sector organisations
- Taxi providers
- IT and Digital Services (internally and externally).

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black,

Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.

Organisational Structure

