

Job Profile Information: Passenger Services Coordinator

This supplementary information for *Passenger Coordinator* is for guidance and must be used in conjunction with the Job Capsule for Job Family Business Services, Job Level 3 Zone 2

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To ensure services are delivered on time, efficiently and in accordance with relevant service levels, ensure high quality and customer focus at all times. To oversee, plan and develop the delivery of transport services to a range of customers. The co-ordinators focus is performance management and staff supervision ensuring that the service is constantly adapting to address the demands of our customers.

Example outcomes or objectives that this role will deliver:

- To monitor all activity continuously to identify any risks in service delivery and ensure that we have the right processes in place to ensure we work 'right first time'
- To be energetic and passionate about getting our passengers to their destinations safely at the right time, in comfort and adding value to their experiences.
- Ensuring that passengers are safe at all times by implementing effective systems which promote a safeguarding culture.
- To communicate and work with a reassurance / confirmation approach to customer service, ensuring all parties know exactly what is happening and when.
- To develop an information culture where all data is made public to any interested parties and customer expectations are set. Where there is any deviation to the planned delivery updates are made available quickly.
- Service delivery is monitored and where any service failure is likely contingencies are put in place, when things go wrong lessons are learnt and shared and new systems designed to prevent repeated poor performance.
- Direct reports are effectively managed and understand their contribution to the organisation, appropriate feedback is given and organisational direction cascaded.

People Management Responsibilities:

- To line manage up to 30 drivers and up to 20 passenger assistants including regular monitoring, performance management and development
- To work closely with a large team to provide support and feedback.
- The co-ordinators reflect Camden behaviours and echo the values of the service

Relationships:

- The co-ordinators have strong relationships with all of our customers at commissioner, service provider / centre level and additionally engage with clients at forums and to obtain feedback about performance.
- Suppliers are seen as an extension of the organisation and Coordinators work with them to build effective and successful relationships.
- The Coordinators are supportive and approachable and the field staff feel part of the Council at every level due to regular, reliable and consistent management.

Work Environment:

The role is largely office based however time is spent out in the operating environment on vehicles and at centres / schools regularly, in order to properly appraise the service delivery and the strengths and weaknesses of the systems in place, as well as to listen to customer's experiences.

Technical Knowledge and Experience:

- Must hold a Certificate of Professional Competance (Passenger Transport)
- Must hold a category D driving licence entitlement
- A comprehensive knowledge of the needs of vulnerable members of our community including children with special educational needs, adults with learning difficulties, older people and dementia care, in a safeguarding environment
- Understanding of and the utilisation of software applications relevant to a logistics environment including routing and scheduling and resource management
- Strong people management experience and the ability to demonstrate a range of skills required to effectively manage a diverse workforce
- The capability and ability to work in a fast changing environment making decisions under pressure

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Structure Chart

