

Job Profile

Job Title: Logistics Manager

Job Grade: Level 5, Zone 1

Salary Range: £46,756 - £54,238 per annum

Camden Way Category 4

This Supplementary Job Capsule provides specific guidance for the role of Logistics Manager. 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. This sheet must be used with the following Job Capsule:

Job Family Group:

Operational Services

Job Family: Business Services

Job Level: 5 Zone: 1

Introduction:

Camden Accessible Travel Solutions (CATS) is the Council's in-house transport service. CATS sit within Housing Support Services and is part of the Supporting Communities Directorate within Camden Council.

CATS is based within York Way Depot, in King's Cross, London. 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, MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

The Logistics Team is responsible for managing and booking transportation, predominantly for Special Educational Needs (SEN) and Adult Social Care (ASC) clients travelling in buses and taxis but this may also extend to other transport options. The Logistics Manager will be a key member of the service management team within CATS.

Role Purpose:

- To lead and manage a team of Officers within the Logistics Team, instilling a culture of positive customer experience.
- To actively participate in continual service improvement within CATS, as a key member of the Service Management Team.
- To manage the operational delivery of both in-house and contracted accessible transport for adults and children.
- To be responsible for monitoring, managing and remaining within budgets for ASC and SEN transport.
- To utilise a range of software systems, including vehicle routing software, to support the efficient delivery of the service and provide regular management reports.
- To work closely with the Travel Options Manager to deliver the best travel options for the Boroughs' residents.

- To manage a taxi framework contract with a range of contractors including billing, compliance and auditing.
- To participate in procurement exercises, as required and to monitor agreed procurement contractual outcomes.
- To plan routes in a cost-effective manner and efficient manner, looking to reduce single-use journey's where possible.
- To adhere to Health and Safety regulations.

Example outcomes or objectives that this role will deliver:

- The role will oversee and take a lead with regards to routing, vehicle capacity, bookings, scheduling and the development of Drivers, Co-ordinators and Passenger Assistants.
- The team will utilise the latest routing and database software to provide a more seamless travel assistance experience for residents.
- There will be a key linkage with the Travel Options team, especially when developing scheduling and when communicating to customers and other stakeholders.
- To receive high levels of customer satisfaction, ensuring that the service offer is shaped to the needs of vulnerable people in the Borough.
- To adapt the service delivery to meet the needs of the service in a fast-changing environment.
- To ensure that the service remains compliant and adapts to all legislative requirements relating to a transport operation.
- To manage the Front of House for York Way Depot. This may include processing of MOT fees, supporting members of the public with applications for Blue Badges and concessionary passes, signposting external visitors and contractors, and overseeing security staff.

People Management Responsibilities:

The post holder will provide professional expert, technical and management support to a team of Officers within the Logistics Team. Specific people management tasks include the following:

- Supporting staff – regular supervisions, regular team meetings, co-ordinating core training including Driver Assessments
- Managing ill health – undertaking Return to Work Interviews, managing ill health as per the Council's policy and procedure.
- Reducing Risk – managing staff inductions, undertaking risk assessments and processing Enhanced DBS checks.
- Managing Attendance – inputting absences onto Oracle, managing annual leave and other leave requests.
- Managing Performance – using performance indicators when setting annual performance expectations.

Relationships:

- Working with customers – providing excellent customer service by the post holder and by Officers within the Logistics Team.
- Working with Colleagues – working collaboratively with teams within Adult Social Care, Special Educational Needs and Finance.
- Working with External Partners – liaising with other local authorities, educational settings, contracted services such as Taxi providers.
- Working closely with the Engineering team in relation to compliance or works which need to be completed on the buses.

Work Environment:

- This role is based within the transport depot located 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 post holder will be expected to work flexibly, as per the Council's agile working policy.

Qualifications, Technical Knowledge and Experience:

Qualifications:

- Degree level qualification and/or 5 years' experience in a similar role.

Technical Knowledge:

- Knowledge of vehicle routing software or be able to route manually if required.
- Knowledge of the issues associated with providing home to school transport and transport for Adult Social Care residents.

Experience:

- Experience of managing a busy team within a demanding environment; working to distinct deadlines and timeframes for delivery of work.
- Experience of developing, setting and managing performance; instilling a continual improvement culture.
- Experience of providing a customer-focussed service, working in partnership with internal and external stakeholders.
- Experience of assessing and managing risk and of working within safeguarding policies and procedures.
- Experience of setting and managing budgets; planning routes which offer value for money
- Experience of managing and delivering a front-line service, responding to emergency situations and communicating with customers in a calm and clear way

An Enhanced DBS will be required for this role.

The Camden Way:

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.

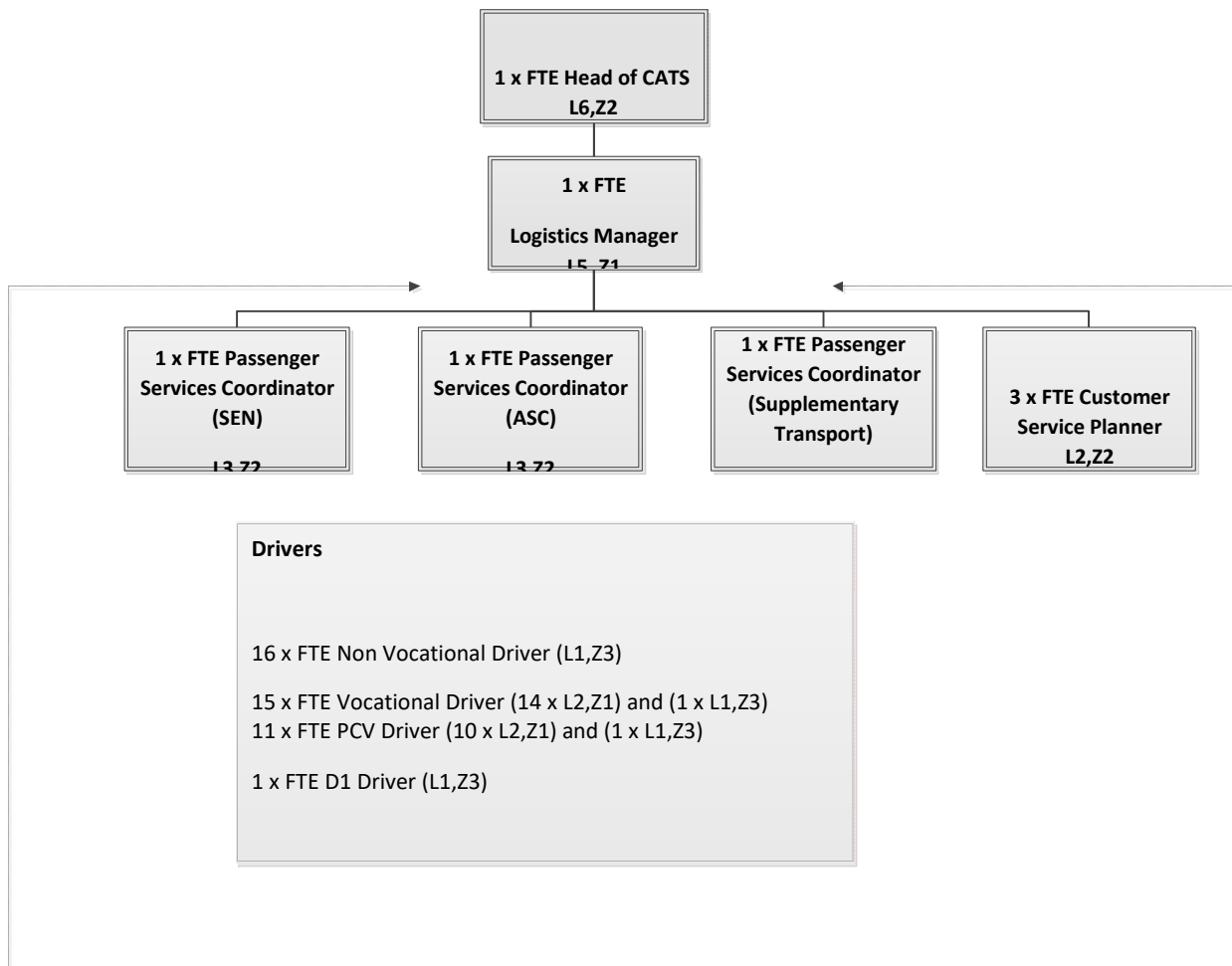
The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- 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 select the attached [HERE](#).

Role Context and Structure Chart:

The post holder will report to the Head of CATS. The post holder will provide expert, technical and management support to a team of officers. Please see the structure chart below.



These roles are subject to review.