

Job Profile

Job Title: Service Controller

Job Grade: Level 3 Zone 2

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, 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.

The Service Controller will form part of the Logistics Team within Camden's in-house transport service known as Camden Accessible Travel Solutions (CATS) which sits under the Supporting Communities Directorate of Camden Council. CATS is based within York Way Depot, in King's Cross, London. CATS is based within York Way Depot, in King's Cross, London and sits within the Environment and Sustainability Directorate under Supporting Communities.

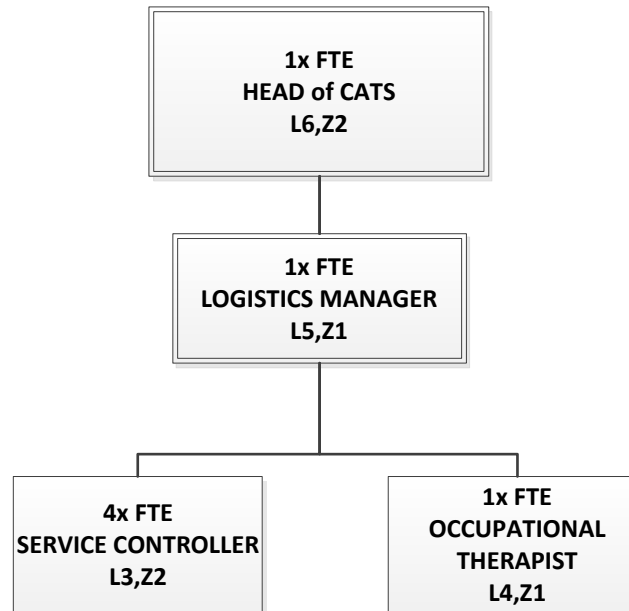
The service is responsible for a wide range of transport related services including the provision of accessible buses for children and adults, taxi bookings, fleet maintenance, an MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

The Service Controller is responsible for the safe, efficient, and reliable operations of the Council's in-house and external passenger transport services.

The post holder will report to the Logistics Manager.

Please see the structure chart below:

LOGISTICS TEAM



About the role

This role will play an essential part within service delivery of transport operations. A key member of the Logistics Team within CATS and reporting directly to the Logistics Manager. Service Controllers are first line managers and work closely with drivers and passenger assistants to ensure services operate to the highest possible quality standards; able to work effectively as part of a first line management team and this will require a high level of self-motivation and an ability to work accurately and effectively under pressure. Responsibility for ensuring quality and 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 MEQs.
- 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
- 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.

Qualifications:

- Current UK Driving Licence Category D1 holder with a minimum of two years qualification.

Experience:

- Experience of working within a surface transport industry.
- 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, FOIs, and SARS.

- 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.

An Enhanced DBS will be required for this role.

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 may 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.
- The role will also have a built in on call rota to respond to emergencies and Service Controllers may be required to attend incidents and accidents to manage the actual incident and to support staff.
- From time to time the role may require Service Controllers to act up as a PA or Driver to ensure business continuity.
- The post holder will be provided an optional 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 such as ASC, SEND, CLDS/CYPD, 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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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,