

Job Profile Information: Travel Options Manager

Salary: £38,297 - £44,424 per annum

Job Level/Grade: Level 4, Zone 1

Camden Way Category 4

This Supplementary Job Profile provides specific guidance for the role of Travel Options 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.

Job Family Group:	Operations Services
Job Family:	Business Services
Job Level:	4
Zone:	1

Introduction:

Camden Accessible Travel Solutions (CATS) is the Council's in-house transport service. CATS sits 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, an MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

The Travel Options Manager will be responsible for managing Officers who will undertake personalised travel assessments, including annual travel reviews. The role will work closely with internal and external stakeholders in developing Travel Options policies and procedures with responsibility for reviewing these policies and procedures on a regular basis in line with legislative changes.

The role of the Travel Options manager is expected to work closely with Fleet, Logistics and Concessionary Travel service areas within CATS.

Role Purpose:

- To actively participate in continual service improvement within CATS, as a key member of the Service Management Team.
- To lead and manage a team of Officers within the Travel Options Team, instilling a culture of positive customer experience.
- To develop, review and update Travel Options policies and procedures for residents within the Borough and lead with public consultation on any Travel Options policy changes.
- To work closely with Concessionary Passes and Badges manager to maximise choices available to residents.
- To work closely with and provide cover for the Logistics manager, as needed, to support service delivery.
- To develop a personalised travel assistance offer by assessing new customers, reviewing them on an annual basis and by offering practical active travel and travel independence support.
- To provide a first point of contact and to build good relations with other council services.
- To take a lead role with service wide communications for both internal and external stakeholders accessing Camden Transport Services
- To offer travel assistance options which have travel independence as the ultimate goal where appropriate, as well as offering value for money.
- *To participate in procurement exercises as required, and to monitor agreed procurement contractual outcomes.*
- *To adhere to Health and Safety regulations and to provide support for front line staff in delivering their roles.*
- To be responsible for managing budgets as determined by the Head of Service.
- To contract manage external transport providers by conducting monthly meetings and ensuring KPIs are met.

Example outcomes or objectives that this role will deliver:

- To deliver on the scheduling and completion of annual Travel Assistance reviews, ensuring that the existing transport option is still suitable to the needs of residents and their level of need.
- Ensure annual travel review outcomes are communicated to clients and shared with any key stakeholders.
- To undertake a range of risk assessments in relation to travel options ensuring that each client is risk assessed.
- Lead on communications in relation to ASC and SEN transport, for example providing parents and carers with details of home to school transport routes and times in advance of school term.
- Responsible for decision-making on the type of transport residents will be provided, as a result of the initial travel assessment. This will be agreed in collaboration with the Concessionary Passes Team and Client services.
- To agree the best travel option with residents in consultation with parents, carers, next of kin as appropriate.

- To support with income generation within CATS.
- Develop an in-house Travel Training offer for both children and adults with a focus on active and independent travel support.
- Develop a framework for Active Travel options which can be offered as a genuine travel assistance option for residents, where suitable.

People Management Responsibilities:

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

- Supporting Staff – regular supervisions, regular team meetings, co-ordinating core training
- 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 Officers within their 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.

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.

Technical Knowledge, Qualifications and Experience:

Qualifications:

- Degree level qualification and/or 3 years of experience within a similar role.

Technical Knowledge:

- To have knowledge of various travel assistance options
- To have a working knowledge of Office 365 and client records systems

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 working in partnership with internal and external stakeholders to develop creative solutions.
- Experience of assessing and managing risk and of working within safeguarding policies and procedures.
- Experience of managing budgets, which offer creative travel solutions for customers.
- Experience of delivering a person-centred service with a focus on meeting the needs of customers.
- Experience of writing policies and or procedures to support service delivery.
- Experience of Responding to MP/Councillor Enquiries, FOIs, Complaints and other written requests, as per the required standards and response times

An enhanced DBS is required for the 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.

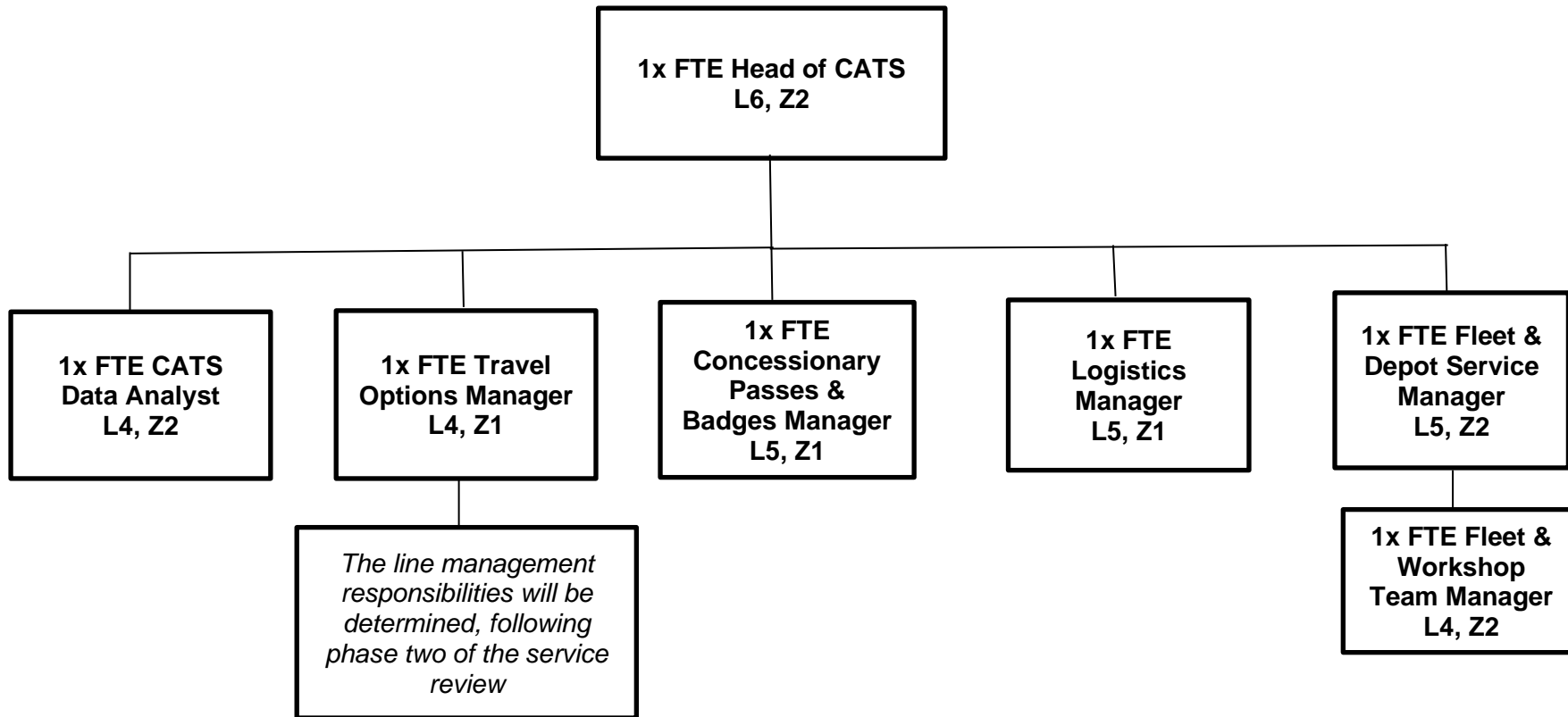
The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- 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 line management support to a team of officers. The role types and number of roles within the team, are yet to be determined and are subject to a service review. Please see the structure chart below.



Management Responsibilities