

## Job Profile

**Job Title: Travel Options Manager (CATS)**

**Job Grade: Level 4 Zone 2**

**Salary Range: £45,042 - £51,870**

### **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 Travel Options Manager 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 post holder will report to the Head of Service and they will be supervised by the Logistics Manager.

### **About the role**

The Travel Options Manager will be responsible for launching the travel options service. They will be responsible for the development of alternative travel options (e.g. independent travel training, personal budget, etc.), and will work closely with internal and external stakeholders in developing and reviewing Travel Options policies and procedures on a regular basis in line with legislative changes.

The postholder will work closely with the Logistics Manager to provide management support to 4 Service Controllers, Drivers and Passenger Assistants, including day-to-day support, performance management and supervision. They are also expected to work closely with Fleet 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 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 the project management team to deliver independent travel training.
- 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 saving efficiencies within CATS and reviewing budgets.
- 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.

**About you**

*Qualifications*

- Degree level qualification (desirable)
- Demonstrable 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, freedom of information, Complaints and other written requests, as per the required standards and response times

### **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.

### **People Management Responsibilities**

The post holder will provide professional expert, technical and management support to Service Controllers, Drivers and Passenger Assistants. 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**

The post holder will report directly to the Head of Service and be supervised by the Logistics Manager. They will work 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
- CATS project management team
- Finance and procurement
- 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.

# Organisational Structure

