Manchester City Council
Role Profile

Home to School Transport Manager, Grade 8
Access and Sufficiency Service,
Children's and Education
Directorate Reports to: Lead for Statutory Area

Job Family: People Care and Support Indirect

Key Role Descriptors:

The role holder will ensure the provision of appropriate and co-ordinated services to ensure positive outcomes for Manchester residents.

The role holder will work collaboratively with other agencies and stakeholders to establish common goals to achieve joint objectives to plan and deliver services to meet the needs of individuals.

The role holder will lead on the evaluation and development of their service and will have an active involvement in the research and evaluation functions of the team to ensure the best possible outcomes for individuals and their families.

The role holder will support the leadership of the team and service through the provision of advice and supervision to colleagues, contributing to the ongoing development of staff, students and trainees.

Key Role Accountabilities:

Drive the continuing development and effective delivery of the team/function, creating service plans and team priorities and agreeing and monitoring performance objectives to ensure the delivery of social care to vulnerable individuals and their families.

Monitor and review decisions made following social care assessments, ensuring the development of staff and services to improve outcomes for Manchester residents.

Actively lead in the planning, development, implementation and evaluation of changes in working practice and service delivery to ensure the delivery and continuous improvement of high quality services.

Ensure that services are appropriately and sufficiently funded by developing and setting of budget plans and monitoring expenditure against these plans to ensure the efficient use and deployment of physical resources across teams. This may include identifying sources of funding, preparing funding bids and provide regular updates and information to funding providers.

Ensure the maintenance of accurate and appropriate records enabling the service to develop and report achievements against local and national performance targets.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Service - Access & Sufficiency

The service ensures children and young people aged 4 to 16 (2 to 25 for those with SEND) have access to appropriate Education. This includes ensuring there are sufficient school places across the City including alternative provision and specialist provision through effective place planning and management; school organisation including overview of statutory change processes linked to schools; schools admissions processes; Children Missing Education processes including children who are electively home educated; statutory assessment for Education, Health and Care plans and maintenance of plans; home to school travel processes including free travel passes.

The Service is key to ensuring Children's & Education Directorate delivers its commitments to children:

● Safe
All children and young people feel safe, their welfare promoted and safeguarded from harm within their homes, schools and communities

● Happy

All children and young people grow up happy - having fun, having opportunities to take part in leisure and culture activities, and having a good social, emotional, and mental wellbeing. It also means all children and young people feeling that they have a voice and influence as active Manchester citizens

● Healthy
The physical and mental health of all children and young people is maximised, enabling them to lead healthy, active lives, and to have the resilience to overcome emotional and behavioural challenges

● Successful
All children and young people have the opportunity to thrive and achieve individual success in a way that is meaningful to them. This may be in their education, or in their emotional or personal lives

The Team - Home to School Transport

The Council has a duty to promote the use of sustainable travel and transport between home and school. This includes promoting healthy, sustainable and safe travel solutions; actively engaging and promoting good outcomes for all children; supporting children and young people to attend school regularly; working in partnership with parents and carers to support them with their legal responsibility to ensure that their children attend school; and promoting independent travelling for children and young people wherever possible, taking account of their age and needs.

The Role

This role will ensure effective delivery of all statutory and Council policy requirements relating to home to school transport.

Provide effective management to the team, ensuring continuous improvement in service delivery.

Effectively co-ordinate resources to support the principles of ‘joined up’ communication and to ensure efficiencies are achieved.

Review, prioritise and forward plan the workload, to ensure the prompt resolution of Transport requests.

Effectively manage budgets, ensuring sound financial management and adherence to relevant City Council financial procedures and funding parameters.

Ensure that responses to Councillor and Ombudsman cases and other requests and communications are timely, accurate and appropriate and of a high standard.

Ensure information and resources on the council website in relation to the statutory duties for Home to School Transport are accurate and up to date.

Accountable for the review and implementation of protocol and procedure reviews, including the appeals process, to ensure that customers receive a high quality and effective transport service.

Ensure that sufficient, accurate and up-to-date information is available to allow informed decisions to be made about complex cases, taking action to escalate particular cases that result in serious incidents on transport.

Keep up to date on changes to national policy and best practice across other core cities.

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Key Competencies and Technical Requirements

Behavioural Competencies

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

Generic Skills

- **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.

- **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

- **Planning and Organising**: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.

- **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.

- **Strategic Thinking:** Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders.

- **Financial Management:** Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances.

- **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

● **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

Technical requirements (Role Specific)

Knowledge and significant understanding of the legislative framework and key issues relevant to home to school transport.

Knowledge of home to school transport and the school sector and the challenges that families may face around education.

To be willing to undergo an enhanced Disclosure and Barring Service (DBS)