

Lancashire County Council

Operational Context Form

Post title: Operational Supervisor/Trainer					
Directorate: Public and Integrated Transport			Location:		Travelcare Depot East
Establishment or team:		Integrated Transport Services, Operational Supervisor/Trainer		Post number:	F-035-0010
Grade:	Grade 6	Staff responsibility:	Yes	Essential Car user:	No

Scope of Work – appropriate for this post:

Based in the Burnley area, the Integrated Transport Services, Operation Supervisor / Trainer role will provide leadership and training to front line employees in the form of Minibus Driver Awareness Training (MiDAS) and Passenger Assistant Training (PATs). The role will be tasked with the operational day to day supervision of the Travelcare fleet of vehicles and the Driver Attendant workforce, ensuring they operate in line with Integrated Transport Services policies and procedures.

Accountabilities/Responsibilities appropriate for this post:

- To supervise Travelcare driver and vehicle operations
- To manage front line Driver Attendant employees and support their personal development
- To use LCC policies and procedures to manage front line employees
- Delivering formal MiDAS training both 1:1 and in conjunction with colleagues including refresher training and ongoing mentoring and support
- Undertaking job allocation, checking and approving timesheets, absence monitoring, staff induction, absence cover.
- Updating computer records such as CART and Oracle
- Co-ordinating local vehicle deployment, including liaison with relevant parties regarding breakdowns and maintenance.
- Ensuring that the service operates in line with ITS standards; for example in relation to staff appearance, service punctuality, vehicle cleanliness, safety issues etc.
- Attending relevant training courses as required and contributing to the training and development of other staff.
- Undertaking other similar or related duties of the same level of responsibility as required by the ITS Area Manager.
- To undertake driving duties on a “last resort” basis, therefore a D1(101) entitlement on a UK driving licence is essential.

Skill / Experience

The successful candidate will have good communication skills and will have the ability to effectively and confidently deliver training to groups of front line employees. They will also be required to pass a Driver Awareness Trainer (DAT) qualification in the first three months in the role.

In addition, the successful candidate will be required to lead and develop a team of Driver Attendant and be able to demonstrate a sound understanding of the legal use of vehicles in an operational role.

Good ICT skill are very important in the role as the post holder will be accountable for many aspects of information management relevant to ITS vehicle operations.

Prepared by:	Ian Wilkin	Date:	20/02/2019
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must cooperate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualifications in literacy and /or numeracy if they do not have one already.

Lancashire County Council Person Specification (Grade 6)

Operational Supervisor/Trainer ~ Integrated Transport Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable.	E	A
Experience:		
Experience of working with relevant specialised systems, equipment and/or IT or be able to demonstrate the ability to carry out the role.	E	A/I
Knowledge and Skills:		
Working knowledge of the practices, processes and procedures relevant to the role. Please refer to the Operational Context Form.	E	A/I
Skills appropriate to the job discipline.	E	A/I
Ability to work as member of a team.	E	A/I
Ability to supervise and manage other employees	E	A/I
Ability to train other employees using recognised training programmes	E	A/I
Ability to manage a fleet of public service vehicles operating under section 19 permits	E	A/I
Be in possession of a current D1(101/Not For Hire or Reward) or commercial D1/D licence entitlement as a minimum.	E	A/I
Ability to work without close supervision.	E	A/I

Other (including special requirements)		
1. Commitment to equality and diversity.	E	I
2. Commitment to health and safety.	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others.	E	I

COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

CONFIDENTIAL

Team/Establishment	Independent Travel Training Team/Public & Integrated Transport
Post title	Operational Supervisor/Trainer
Description of main activities the employee will be required to undertake (or attach role profile) Profile attached	
Form completed by: Ian Wilkin	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>).		
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>).		
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).		
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>).		
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.		
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).		
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.		

8	Work with lead or lead-based products (<i>e.g. some paints</i>).		
9	Food handling/preparation (of raw or uncooked food only).		
10	Occupational fieldwork or work in extreme conditions (<i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i>).		

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (<i>e.g. at sensitive front line posts re abuse, aggression, assault</i>).		
12	Working in isolation/lone working.		
13	Work with electrical wiring (<i>e.g. colour blindness</i>).		
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (<i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i>).		
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (<i>e.g. risk of weils disease, other animal borne diseases, zoonoses</i>).		
16	Manual handling (<i>other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities</i>).		
17	Working with vulnerable service users (<i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i>).		
18	Work involving repetitive movements or forced posture (<i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i>).		
19	Work as a regular display screen user (<i>where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period</i>).		

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager (<i>please print</i>)	Ian Wilkin
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12/3/12

**Telephone
Number:**

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