Job Description

Summary
Job Title: Transport Manager
Reporting to: Service Manager or Assistant Service Manager
Location: New Trinity Centre
Travelling Requirements: Frequent Offsite
Contracted Hours: 39 hours per week (Fixed term contract initially for 6 months)
Referencing Requirements: Disclosure Scotland: Enhanced

Job Purpose
As part of the New Trinity Centre management team this role will manage the transport service so that it is a fit for purpose service appropriate to the varying and changing needs of New Trinity Centre customers.

Key Responsibilities
- Take the lead role in planning, costing and allocating routes and vehicles ensuring sufficient flexibility is in place to meet the varying and changing needs of customers.

- Ensure that all in house vehicles are compliant with all legal, regulatory and contractual requirements, and where necessary escalating any identified issues and recommending resolution to the Service Manager/Assistant Service Manager.

- Develop and implement a proactive, planned and structured approach to the maintenance of fleet vehicles, keeping within the designated budget and ensuring all vehicles used are fit for purpose and the customer experience is of a high standard.

- Ensuring transport staff deliver the service appropriate to the changing needs of customers in line with relevant guidance and individual risk assessments

- Manage and develop a team of drivers and transport assistants, who may be working remotely, either alone or in small teams, in order to deliver a high quality service to customers.

- To take the lead in resolving unforeseen problems as they arise ensuring appropriate resolution of these and to utilise the learning to plan for future similar scenarios

- To work as a member of the New Trinity management team, undertaking delegated tasks and responsibilities in line with the emerging needs and operational requirements of the service, including where necessary the contracting out of transport provision to other transport providers
• To promote a sense of common purpose through the embodiment of Capability Scotland’s Mission, Vision and Values
• To ensure high standards of service delivery through the consistent application of recognised standards and established policies, procedures and practices
• To work in a safe and effective manner at all times
• To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.

Qualifications
• Management qualification preferred
• Licence to drive in the UK
• Licence to drive minibuses in the UK (e.g. has D1 on their driving licence)
• Midas trained*
  *those with the ability and willingness to achieve the qualification(s) within a specified period may be considered.

Experience & Abilities
• Experience in a similar managerial role in the transport sector, including supervision of staff
• Experience of managing budgets & contracts
• Excellent written and verbal communication
• Proven ability to plan and navigate journeys confidently
• Experience of vehicle maintenance

Behavioural Competencies

Leadership
Definition: Inspires others to achieve personal and organisational goals.
Description: Adapts leadership styles to suit different situations. Gains commitment from team to ensure an effective service is provided. Motivates individuals to achieve personal goals. Earns respect by setting a positive example through own behaviour.

Effective Communication
Definition: Delivers clear and accurate information in the most appropriate way.
Description: Uses appropriate language in all situations. Produces concise and effective written communication to deadline. Is able to explain why decisions are made. Leads discussions and influences others.

Personal Effectiveness
Definition: Takes responsibility for own performance in order to achieve best practice and organisational excellence.
Description: Adapts working practices to achieve results. Addresses challenging situations and reaches solutions. Responds to feedback as a source of improving own effectiveness. Highly adaptable to organisational change. Takes responsibility for self-development.
Build Constructive Working Relationships
Definition: Works with others in a positive manner to achieve outcomes that support Capability's Mission.
Description: Fosters good working relationships with others based on trust and respect. Reviews staff working methods to encourage ongoing improvements. Shares knowledge and information with others. Looks at situation from others perspectives

Respect Diversity and Equality
Definition: Demonstrates an understanding of Diversity and Equality issues affecting Capability
Description: Demonstrates through practice a thorough understanding of diversity issues as they affect Capability and those that using its services. Sets clear standards and leads by example. Values the opinion of others, taking account of their diverse backgrounds. Is respectful and diplomatic at all times when dealing with others. Raises awareness of equality and diversity issues, including ensuring all staff understand what diversity and equality mean.