

Accessible Transport Service Development Manager

Job Description

Directorate:	Place		
Service:	Highways & Transport		
Location:	Bamber Bridge / Hybrid		
Salary range:	SCP 35 - 40	Grade:	10
Reports to:	ITS Manager (County Lead)	Staff responsible for:	N/A

Job purpose and scope

Core Purpose

Making Lancashire a place where everyone matters. A place where everyone can enjoy equal and quality life chances and be respected in their communities.

Corporate Objectives

Lancashire a place where people can;

- Feel safe
- Lead healthy lives
- Get help if they need it
- Learn and develop
- Work and prosper
- Travel easily and safely
- Enjoy a high-quality environment

The purpose of this job is:

Working across all disciplines in the Integrated Transport service delivery model, but with particular focus on all aspects of effective use of the In-House fleet, proved scrutiny, analysis and support to Area Managers to optimise efficiency of the fleet and associated workforce.

- To provide oversight of conformance to the new ways of working and directly support team and area managers in embedding and sustaining high quality in all aspects of the Service Delivery model and pursuing tangible efficiencies through consistent working methods and robust processes.
- To drive continuous improvement throughout Integrated Transport Services
- To receive and interpret performance information and reports from team managers, providing analysis to Heads of Service and working with teams in developing and delivering solutions which address any performance issues.
- To contribute to the effective leadership, management, and development of Integrated Transport services, achieving consistency and high standards which provide excellent outcomes for service users whilst maintaining high levels of cost effectiveness.

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- To identify risk and issues and support action to address them, escalating risks to the heads of services.
- To develop and maintain robust processes for quality assurance of the transformation process
- To effectively manage and oversee the information systems supporting the quality assurance team.
- To ensure continued compliance with all relevant legislation and government guidance
- To be the link for producing advice and guidance relating to all aspects of quality assurance and service development matters and develop associated materials.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Leading Lancashire – Our Leadership Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.”

This vision is at the centre of everything we do. Embedded in our identity are our values: **Supportive, Innovative, Respectful, and Collaborative**, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The Leading Lancashire framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the **Leading Lancashire** framework.

Accountabilities/Responsibilities

- To work directly with teams to implement new ways of working, providing clear direction and support to team managers and their teams.
- To motivate, inspire and invest time in the development of team members to deliver and sustain the required changes
- Design and implement robust performance management processes to support complex multi-faceted programmes, which includes supporting setting goals, objectives, resources, risk management, milestones and reporting measures of success
- To understand and interpret team performance information and support teams to continuously improve and address any performance issues.
- Where performance does not meet the required standards, to ensure plans for corrective actions are undertaken within specified timeframes.

- Development of exception reporting processes and support to colleagues to ensure that reports are robust in providing the required level of assurance
- Build effective relationships with colleagues and commissioners of transport services at all levels through open communication and constructive feedback
- To represent the service at relevant team and service meetings relating to all aspects of quality assurance, action planning and quality improvement
- Ensure high standard of governance including the assessment and management of risk
- Demonstrate expert knowledge and understanding on Passenger Transport issues, participate in a leadership and challenge function across the council and with partner agencies.

Other

- **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 help us to apply our general statement of health and safety policy.
- **Customer Focused**
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.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

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We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Certificate of Professional Competence (PCV)*
- A good educational background, possibly a degree or equivalent or extensive workplace experience
- Management Qualification or significant management training*

Experience

- Significant experience of management or leadership in a specialised, accessible passenger transport environment
- Experience of Quality Improvement and an understanding of what good looks like and how to get there.
- Experience and understanding of how to collate and analyse data and audit findings and develop action plans to improve performance
- Experience of resolving complex issues and conflicting priorities
- Experience of Coaching and mentoring of others to effect service development
- Experience of developing policies and associated procedures and systems to support compliance with the statutory responsibilities of the service*

Essential knowledge, skills & abilities

- Knowledge of legislative framework in regard Passenger Transport, and sound understanding of related policies and procedures.
- Knowledge and understanding of Council's strategic policies and how these impact service delivery*
- Strong analytical, evaluative and problem-solving skills
- Ability to translate broadly defined deliverables into a clear work schedule/annual plan, co-ordinating and integrating some diverse areas of work to provide clear direction.
- Ability to develop, operate and interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.
- Ability to develop, motivate and lead front line managers and team members.
- Ability to build and develop effective relationships and networks.
- Ability to work to deadlines and meet set targets
- Strong verbal and written communication skills.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post
You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive