

Job Description

Directorate:	Place		
Service:	Integrated Transport Services		
Location:	Krikham		
Salary range:	SCP 30-35	Grade:	9
Reports to:	ITS Manager (County Lead)	Staff responsible for:	5

Job purpose and scope

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:
To lead a team of frontline managers within the Integrated Transport Service. The service provides Home to School and Home to Day Care solutions for children with Special Needs and Disabilities (SEND) and for adults who may have physical and learning disabilities. The service also extends to older people with high degrees of frailty. The service delivery model comprises several solution options including an "In-House" provision using the county council's own fleet of minibuses, the use of Private Hire contracts and also Transport Assistance Grants which allow parents and cares to provide their own transport solutions.

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

An experienced people manager, the successful candidate will be accustomed to managing a dynamic service within a strong budgetary and compliance framework and will provide sound leadership for a small team of Contract Managers and a significant team of front-line Drivers and Passenger Assistants. In addition, the ITS manager is accountable for the good and proper operation of a fleet of large minibuses which operate on Section 19 permits.

Staff responsibilities include, but may not be limited to:

- Managing efficient passenger transport solutions using in-house and external suppliers
- Recruitment and Retention
- Absence and conduct Management
- Training
- Communications
- Performance Management and development
- Develop professional networks with commissioners, schools and Day Services

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**
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.

Integrated Transport Services Area Manager

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 of resolving complex issues and conflicting priorities
- Experience of Coaching and mentoring of others to effect service development

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.

Integrated Transport Services Area Manager

- 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