



JOB DESCRIPTION

STAFF MANAGER

INTRODUCTION

HCT Group is an award-winning social enterprise in the transport industry, safely providing over 30 million passenger trips on our buses every year. We deliver a range of services – from London red buses to social services transport, from school transport to whole bus networks, from community transport to education and training. Our social mission is to enhance people’s lives, provide opportunities and bring people and communities together through transport and training.

Role

The Staff Manager will be responsible for a team of Drivers and other employees. The Staff Manager will support the Head of Operations to ensure that all services are operated safely and to a high level of quality, meet budgetary targets and that all monitoring and reporting requirements are adhered to fully.

The Staff Manager will report to the Head of Operations, and during periods of annual leave, or time away from the business, may be required to deputise for the Head of Operations including complying with on-call requirements.

Duties and Responsibilities

Safety

- 1 To comply with the Safety Management System at all times

Quality & Performance

- 2 Responsible for ensuring that services operated meet all the external and internal quality, financial and performance standards and that all monitoring and reporting deadlines on these are met.
- 3 To involve all internal service stakeholders in the process of continuing improvement in the level of quality and performance of these services.

Staff

- 4 To motivate staff through regular planning meetings and to offer support, supervision and appraisals as required and to undertake disciplinary hearings where required
- 5 Responsible for all areas of staff compliance including customer service, driving standards and safety.
- 6 Responsible for the management of the company's disciplinary procedure up to and including dismissal
- 7 Responsible for ensuring that all regulatory & statutory requirements are met by drivers
- 8 Responsible for the management of the premises and all facilities, ensuring that they are maintained at the level required for the safe, efficient and professional provision of all services.
- 9 To undertake exit interviews when PCV drivers leave the business and identify and implement actions to improve driver retention levels.

Reporting

- 9 Ensuring that accurate recording is maintained with regards to all financial records, including but not restricted to
 - Omni_DAS reporting
 - Weekly KPI reports
 - HR database
 - Sickness
 - IRIS

Premises & Facilities

- 10 Assist the Head of Operations in the maintenance, appearance and upkeep of the depot as required
- 11 Carry out Health and Safety inspections of the depot to identify and faults or hazards in conjunction with the Operations Manager

Other

- 12 Undertake any other task as required

Person Specification

Essential

- 1 Commitment to equality of opportunity and ability to work to and promote the company's Equal Opportunities Policy.
- 2 Ability to implement quality control across services and meet demanding performance targets.
- 4 Several years' experience in a supervisory or a managerial position in an operational environment.
- 5 Experience of supervising staff, the ability to establish a cohesive team and to promote good team-working practices.
- 6 Ability to establish, maintain, monitor and develop effective administrative systems.
- 7 Must be computer literate and completely familiar with Microsoft Word and Excel.
- 9 Ability to communicate effectively in person, electronically and in writing with staff, customers and contractors.
- 10 Ability to develop and implement Health and Safety Policy and Procedures.

Desirable criteria

- 1 Health and Safety qualification.
- 2 An appreciation of the need for community transport
- 3 Understanding the needs of people with mobility difficulties.