

## **Independent Travel Manager – Surrey**

**Salary:** £35k p/a plus benefits

35 hours per week, usually between 07:00 and 19:00. Weekend, early morning or evening work may occasionally be required.

The postholder will initially be based at Surrey County Hall, Kingston, and will be required to travel throughout Surrey. Occasional travel to other HCT sites around England may also be required.

**Responsible to:**

Head of Operations – Travel Training

**Responsible for:**

Independent Travel Coordinators (Surrey)

### **About HCT Group**

HCT Group is an award winning Social Enterprise, using the power of business to achieve positive social impact. We generate our income from commercial transport contracts won in the marketplace, delivering them to a high standard, reinvesting profits into further transport services in the communities we serve, into training services for people who are long-term unemployed and into employment opportunities for people in deprived communities.

We deliver a wide range of transport services – from London red buses to special educational needs transport, from social care transport to Park and Ride, from community transport to training.

In 2017 we rolled out our first Social Impact Bond (SIB) funded travel training project and are currently mobilising two further programmes, with plans for additional projects through a new SIB.

### **Independent Travel Training Scheme**

HCT Group's travel training project will offer early intervention to young people with special educational needs and disabilities (SEND) by providing travel training, enabling them to use public transport independently, reducing their reliance on specialist door to door transport and leading to greater social inclusion. We will provide assessment, practical training and advice to young people, support for parents and carers and a service to the local authority and its schools.

### **Job Summary**

The role will develop, implement and manage a new travel training programme for Surrey as part of HCT Group's Social Impact Bond. This is a new and innovative service, using a payment by results approach, and as such will be scrutinised by a range

of stakeholders including Commissioners, Investors and Government funders. You will need to set up the programme, support the team to deliver, work with a variety of high level stakeholders and develop systems for monitoring performance and demonstrating impact in the long term.

## **Job Purpose**

### Key Responsibilities

#### **Project set up**

##### **Develop systems and processes aligned to the operating contracts:**

- Contribute to the development of monitoring, recording and reporting systems for the Social impact bond partners
- Develop a referral process aligned to Commissioner training priorities and review regularly
- Review other TT programmes to ensure best practice and innovation
- Ensure reporting forms, policies and guidance on safe practice and quality align with contract requirements
- Support the implementation of the travel training assessment tool
- Ensure compliance to HCT's risk management, safeguarding and health & safety processes

##### **Recruit & train a new team**

- Develop the recruitment process including job descriptions, person specifications, adverts, recruitment timelines and interview questions
- Undertake relevant and appropriate checks (DBS, references) and recruitment follow up
- Develop and deliver a 'Travel Training' training course
- Develop and deliver a training programme for coordinators
- Develop and coordinate the training and induction programme to include: safeguarding, first aid, lone working, disability awareness, shadowing, and any other training as required
- Conduct job risk assessments for staff
- Provide support and guidance on safeguarding best practice and support

##### **Travel Training**

- Regular monitoring and reporting to stakeholders on the progress of the service
- Development of impact measures and service evaluation
- Occasional spot checks, shadowing and risk assessments
- Review of referrals, including providing feedback on suitability and improvement measures
- Quality assurance and verification of all training activity

### **Stakeholder management / engagement**

- Attendance at Stakeholder Steering Group, presenting on performance management and finances as required
- Develop and implement a stakeholder engagement plan with multiple audiences
- Promote the service to schools, parents groups, and other stakeholders
- Production of promotional materials, communications and marketing
- Attend community engagement / transition meetings / parent group meetings

### **Budget management and financial reporting**

- Responsible for the management of the programme budget
- Regular forecasting and reporting to investor and funder
- Reconciling programme activity to payments
- Review payroll, sick leave and all HR processes

### **Manage the team**

- Manage the coordinators, providing management support and oversight of the annual training plan
- Lead team meetings: for peer support, sharing good practice, policy updates, team building and communication
- Fulfilling the role of designated safeguarding lead
- Ensure a high quality working environment for the team

### **Person Specification**

#### **Experience:**

- Experience of managing and delivering projects to deadlines with multiple stakeholders
- Experience of project set up, policy and systems development
- Experience of working with people with special educational needs and disabilities or other vulnerable groups
- Experience of working with children and young people from diverse backgrounds
- Experience of carrying out assessment work and risk assessments
- Experience of developing and delivering training programmes
- Experience of working independently and planning programmes of work
- Experience of managing staff
- Experience of managing budgets

#### **Skills:**

- Excellent written, visual and verbal presentation skills
- The ability to engage and inspire audiences
- Strong communication skills across diverse audiences
- Logical with strong numeracy skills
- Awareness of disability issues in a transport context