

Operations Supervisor



JOB DESCRIPTION

Salary: Competitive

40 hours per week usually between 06:00 and 20:00. Weekend, early morning, overnight, evening work or split shifts may be required.

The post-holder will initially be based in Hammersmith & Fulham, London, but could be required to work at other locations within London and the M25 either on a temporary or a permanent basis as required by the company.

Responsible to:

Operations Manager

INTRODUCTION

HCT Group is an award-winning social enterprise, investing profit made from our commercial bus services into community transport services.

Role:

The post holder will support the preparation, implementation and delivery of high quality Special Educational Needs which will be operated under contract to the Wandsworth Council. The role also could include the supervision of other bus contracts or private hire operations.

MAIN DUTIES AND RESPONSIBILITIES

SAFETY

1. To lead by example on all aspects of Health and Safety.
2. To comply with all aspects of the company Safety Policy.
3. To undertake site responsible person duties in line with business requirements.

4. To act as a point of contact on any safeguarding issue which arises and ensure compliance with all safeguarding responsibilities
5. To help maintain a safe place of work for all employees and others and assist with undertaking planned general inspections to ensure that workplace safety is maintained.
6. To ensure that risk assessments relevant to the role of all operational staff are completed and that appropriate controls are identified and applied.
7. To ensure that safety critical information is communicated effectively

SERVICE SUPERVISION

1. To manage all duty allocation to ensure all bus routes are delivered on a daily basis
2. To forward plan all Driver and Passenger Assistant resource to ensure that holiday and absences do not result in staff shortages
3. To undertake first line investigations into absence, sickness, complaints, accidents and any other incidents which require reporting on
4. To prepare payroll information for all Drivers and Passenger Assistants
5. To ensure all drivers operate their buses safely and in strict accordance with relevant policies, processes and in compliance with contract requirements.
6. To undertake term time scheduling and routing for bus services and make adjustments as and when required
7. To work collaboratively with Managers, Drivers, Passenger Assistants and other Supervisors to provide the required level and quality of service to both internal and external customers.
8. To promptly and professionally investigate customer feedback
9. To undertake any administrative task as required by the company
10. To collate and deliver statistics and reports in accordance with set timescales or as requested.
11. To conduct drugs and alcohol testing in accordance with company procedure.
12. To check log cards and vehicle defect cards when they are submitted by the driver at the end of the driver's shift and advise the driver of any sections which are missing or incomplete before the driver leaves the depot
13. To perform a daily audit of all log cards and vehicle defect cards and take appropriate remedial action with drivers failing to complete paperwork correctly.
14. To ensure that effective systems are maintained to control holiday rostering and duty allocation, to meet the operational requirement of the business in a fair, consistent and compliant manner.
15. To monitor the daily attendance and sickness reports and take appropriate action in line with the Company's procedures.
16. To ensure that the allocation of duties does not breach the drivers' hours regulations, and that wage payments are fully justified, suitably documented and approved

17. To ensure effective communication of information to drivers, supervisors and managers, through the use of e-mails, staff notices, staff memos, letters and other media.
18. To maintain accurate records, relating to drivers, customers, vehicles, lost mileage, lost property, clients and contractors, both manual and computerised
19. To process daily receipts, petty cash and driver expenses
20. To handle enquiries from the public and complaints in accordance with the Company's procedures and ensure the phone is answered and all callers receive a consistent service in accordance with the Company's customer service guidelines
21. To handle any lost property handed in by drivers in accordance with company and contractual guidelines and to ensure that it is recorded and stored securely

EQUALITY

1. Adherence to and promotion of HCT Group's Equal Opportunities Policy at all times.
2. Keep abreast of best-practice developments within equal opportunities and implement these as required.

OTHER

1. Undertake any other reasonable instruction as required by the company.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Experience of working within the bus industry.
2. In possession a clean, full (manual) category D PCV driving licence.
3. Good knowledge of Bus Industry sector legal requirements relating to vehicles and driver working hours regulations.
4. The ability to work flexibly within deadlines.
5. Ability to manage a diverse workload.
6. Good administrative and organisational skills and the ability to be accurate and pay attention to detail.
7. Ability to work with colleagues in a collaborative manner.

DESIRABLE CRITERIA

1. Understanding the needs of people with disabilities and mobility difficulties, especially in relation to the implications of the Personalisation Agenda within Social Care.
2. In possession of a Certificate of Professional Competence in National Road Passenger Transport and prepared to register as a Transport Manager on the operator licence.

3. Good knowledge of Health & Safety regulations and requirements and possession of an IOSH or equivalent qualification.