

**Name:** TBC

**Job Title:** Service Manager

**Reports to:** Regional Director

**Department:** Operations

**Location:** Yorkshire Region

### **Basic Purpose of Role**

- Transport Manager with the requisite responsibilities and accountabilities
- Accountability for drivers hours adherence and monitoring
- To ensure safe, punctual, reliable and cost effective delivery of services.
- Provide accurate feedback on operational cost and capabilities to Operating Company planners.
- Customer focused in meeting and surpassing internal and external customers' expectations
- To develop and lead through staff engagement the core principles of service delivery whilst demonstrating reasoned and balanced negotiation on the need to improve and change culture, to sustain business growth
- Becoming the local face of CT Plus Yorkshire through engagement with the local Community and stakeholders in the area of operation

### **Main Duties**

- To ensure cost efficient delivery of a safe, punctual service.
- Reliable and cost effective delivery of service across all operating depots
- Drive engagement with drivers, management team, and customers
- To manage Service delivery team across all assigned depots in accordance with HCT Group policies, standard operating procedures and all relevant legislation.
- To deliver agreed plans and budgets, including established level of service and service quality.
- To ensure staff planning at the depot meets the operating requirements of the business.
- To ensure an effective working relationship with recognised trade union representatives and officials.
- To manage and plan collision reduction and staff/passenger injury reduction.
- To manage and deliver agreed key performance indicators.
- To ensure positive working relationships are maintained between operations, business development and engineering functions
- Liaise with external bodies to improve performance of lost miles and punctuality.
- To ensure all cash handling procedures are followed

### **Special Working Conditions**

- Deemed to be a "senior manager" under the working time regulations.
- Ability to travel across all depots.

**Company Responsibilities**

- To undertake any additional duties at the request of your line manager, which is deemed to be within your competency
- To induct, manage and develop any personnel within your responsibility.
- To adhere to all HCT Group policies and procedures.
- To undertake any training and development activities at the request of your line manager.
- To comply with all Group policies and support new initiatives.

**Health and Safety Responsibilities**

- To comply with your responsibilities for Health and Safety at all times.
- To ensure compliance with legislation and company policies.
- To ensure that risk assessments are carried out for areas and activities under your control, that appropriate control measures are implemented and the assessment communicated to all of those who may be at risk.
- To report incidents, near misses and dangerous occurrences in a timely manner and ensure effective remedial action is taken.
- To promote and implement safe working practices by means of campaigns/initiatives and to promote a positive attitude to safety through personal leadership.
- To undertake safety tours and safety conversations and ensure that supervisors who are direct reports do the same. Where follow-up actions are identified to ensure they are documented and effective remedial action is taken.

**Environmental Responsibilities**

- To encourage our drivers to drive more fuel efficiently through the Drive Green campaign.
- To ensure that waste is segregated appropriately to maximize recycling and that lighting and heating in the depot is used efficiently.

**Skills, Experience and Qualifications Required**

- Proven leadership skills are essential to provide strategic and day to day direction to your team and be an effective manager of collective relationships in a unionised environment
- Certificate of Professional Competence in Passenger Transport
- Willingness to study for CPC is essential.
- Outstanding leader delivering Health & Safety to the highest standards within stringent guidelines ensuring a collective compliance through engagement. requiring qualifications to IOSH or equivalent competence, with a willingness to gain them
- Budgetary and financial experience with a capability in logical system analysis to communicate results in formats comprehensible to all disciplines
- Ability in endorsing commitment to set long/short-term objectives
- Mentoring/coaching skills in the progression of the deliverables of the business.
- Self-reliant and straightforward communicator with skill sets to promote the customer facing business, in a positive light with the capacity to inspire in a structured and encouraging way
- Aptitude to build and maintain stakeholder relations, indicative of a professional leader
- Capacity to manage and commute between multi-site operations, providing cover when required.

**Performance Measures**

- Business Efficiency
- Staff Turnover/Recruitment
- Driver Cost
- Lost mileage
- Punctuality
- Journey cancellation
- Collisions per million miles
- Passenger injuries
- Driver Turnover
- Collisions
- Customer Complaints
- LTI's