

Kent County Council

Job Description: *Client Transport Planner*

Directorate	Growth, Environment and Transport
Unit/Section	Public Transport- Client Transport Team
Grade	KR9
Responsible to	Client Transport Manager

Job Purpose

To manage day to day transport services for the Council's statutory function of Home to School Transport for Special Educational Needs, and Social Care. You will be responsible for leading a team to ensure hired contracts are managed effectively and delivering value for money in-line with Council policy and contractual agreements. Procurement activities will be undertaken when necessary to ensure efficiency or enable service continuity for our clients.

Building relationships with key stakeholders both internal and external is essential to maintain service delivery for a wide range of clients, and you will act as a second line of support for queries or complaints received.

Accountabilities

1. To review, monitor and procure transport for a wide range of clients.
2. Determine the most appropriate mode of transportation based on the needs of passengers and available services.
3. Assist the Client Transport Manager in monitoring, reviewing and amending existing services to drive efficiencies. Procure services where appropriate using dedicated systems and assist deploying inspector resource where appropriate.
4. Undertake regular reviews of contracts by identifying high cost contracts and maximising seat utilisation by combining services, where appropriate.
5. Responsible line manager for coordinators including undertaking appraisals and ensuring appropriate training is implemented.
6. Provide analytical & statistical data ensuring information is accurate and current for reporting and forecasting.
7. To deputise and attend meetings on behalf of the Client Transport Manager. Support and cover team members where appropriate in busy periods throughout the year.
8. Liaison with a wide range of audiences including; general public, operators, clients and learning providers. Respond to customer queries and formal

complaints.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Client Transport Planner*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Qualifications	Educated to A-Level (or equivalent) standard with GCSE's at C or above in English and Maths
Experience	Experience of managing a team and / or coordinating the work of others
Skills and Abilities	<p>The ability to negotiate in difficult circumstances.</p> <p>The ability to make decisions, lead a team and liaise with a range of internal and external stakeholders. Must demonstrate excellent written and verbal skills.</p> <p>Ability to report information accurately and concisely for senior management teams.</p> <p>Possess good IT skills and show an understanding of databases</p>
Knowledge	<p>Good geographical knowledge of Kent and KCC policies</p> <p>Knowledge of the role Local Authorities have in the planning and coordination of Public Transport and / or School's Transport.</p>
Kent Behaviours	
<p>Open</p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Demonstrate healthy attitude to risk • Welcome and expect change and evolving technology • Work in new ways • Be willing to learn • Work as a whole council • Treat people fairly and with respect <p>Invite contribution and challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first 	

- Be open to challenge
- Actively encourage and expect contribution

Accountable

- Do more for yourself
- Take personal and professional responsibility for your actions and performance
- Deliver at pace
- Look for ways to save money
- Look for commercial opportunities
- Focused on outcomes

Kent Values:

- **We are brave. We do the right thing, we accept and offer challenge**
- **We are curious to innovate and improve**
- **We are compassionate, understanding and respectful to all**
- **We are strong together by sharing knowledge**
- **We are all responsible for the difference we make**