

ROLE PROFILE

Job Title:	Quality Compliance Officer	Job Code:	TS/T16
Department:	Mobility Services	Version:	1.1
Reports To:	Monitoring & Survey Team Leader	Date Created:	June 2017
		Grade:	G

Is this a politically restricted Post?	Yes/ No <i>(*if yes, see our policy on what this means)</i>
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ORGANISATIONAL CONTEXT

Our Vision as an organisation is:

To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

Our department contributes to this by:

To ensure cost effective, well managed interventions in local transport services to achieve WYCA objectives



Job Overview:

- To monitor the operation, patronage, reliability and quality of bus and taxi services; address under performance; report findings and make recommendations, where appropriate, to CA and partner organisations. This will include contracted services, partnership agreements and commercial operations (including Special Educational Needs (SEN) taxi/minibus, AccessBus services, School bus and Bus services).
- The work requires the post holder to work alone, unsupervised and on occasions incognito.

- © Take a pro-active approach to participating and delivering of your directorate's objectives.
- © Demonstrate commitment to corporate processes and ensure that these are delivered at all times.
- © Be a visible and enthusiastic team member, encouraging partnership working across the organisation.
- © Take a positive approach to self-development.

CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.
These indicate the end result or outputs for which the role holder is responsible.*

People Contacts:

- © Support partnership working across the organisation and externally.
- © Work together with your team to ensure targets are achieved.
- © Be an advocate of our strong performance management culture, taking accountability for delivering results.
- © Contribute to a positive working environment for your team, with a solid ethic of working towards achievement of our vision.
- © Take a proactive approach to internal processes, contributing during meetings and interviews.
- © Utilise effective communication channels when working with others.

Technical Duties:

- To conduct random monitoring and inspections of all AccessBus services to ensure CA contract standards are being met and the correct legal documentation is carried.
 - To undertake random kerbside inspections of all contracted Special Education Needs and Rural taxi services to ensure the CA contracted standards are met and all legal documentation is valid.
 - In the event of a safety critical or safeguarding failure, to take ownership of the situation in accordance with the CA's contract until the issue is resolved to satisfaction. To ensure the safety of all passengers remains paramount before operation.
 - Monitoring inspections that are carried out of normal office hours to try and resolve situations that arise, directly with the operator, as required.
 - React to operational situations identified whilst carrying out duties quickly, attempting to resolve any issues. Where defects occur the post holder will be expected to react to situations where necessary and attempt to resolve any issues they find whilst carrying out their duties.
 - To write and present detailed reports to external and internal clients on observations made to agreed timescales, maintaining a database of all observations and reports and where failures occur, issuing operators with penalty points and decision making on appeals within the CA service delivery standards.
 - Using expert geographical and network knowledge to build and undertake weekly duties to cover the monitoring/inspection of all public transport services. Working with the Monitoring and Survey Team Leader and colleagues to manage workloads to meet the department's monthly/quarterly targets.
 - Working with Bus Station Managers to ensure all operators comply with CA bus station conditions of use, reporting all breaches to management and operators and issuing penalty points for tendered services.
 - To assist other departments in carrying out ad hoc work in obtaining data for use in analysing bus network issues and assisting in consultation exercises/drop in sessions.
 - To assist in following up the outcome of monitoring/inspections including the assembling of evidence, information, report writing, presentations and attendance at meetings.
 - Attending operator depots to carry out audit inspections of the MyBus fleet of vehicles.
 - Working in partnership with Driver & Vehicle Standards Agency (DVSA), District Licencing Authorities, District Local education Authorities, Police and other agencies in relation to monitoring to ensure operators meet contractual, legal and safeguarding requirements.
 - Representing CA at public enquiries and Traffic Commissioner hearings as appropriate.
- © Typically works on horizons of up to one year, in line with the objectives set in the business plan.
 - © To uphold procedures in place to achieve your strategic objectives, suggesting amendments to processes as required.
 - © Ensuring compliance with the Combined Authority's health and safety policy.

Impact & Influence:

- Builds and maintains good working relationships with both drivers and transport managers of operators and other external agencies. Being the first point of contact, offering guidance and advice re: monitoring, inspections and understanding when to escalate issues.
- Seeks, shares and promotes quality and process improvement needs in own and other areas.

- © Represent the interests of your team within the context of the wider aims of the Combined Authority both internally and externally.
- © Fosters good working relations across the organisation, building effective team relationships.

The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.

THE PERSON

To be fully successful in the role, we believe the following knowledge, skills and experience are required. When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.

Knowledge:

- © Educated to GCSE level or equivalent relevant education/ experience [delete as appropriate]
 - © Practical experience of successfully performing in a similar role.
 - © Knowledge and competency in the use of standard PC software packages including Microsoft word, excel, in house software and the use of smartphones.
- Industry standard Accessible vehicle training (MIDAS) or equivalent.
 - Good map reading skills and geographical knowledge of West Yorkshire and surrounding districts.
 - Awareness of safeguarding issues for children and vulnerable adults.

People:

- © Experience of effectively contributing to team objectives.
 - © Experience of successfully identifying appropriate communication channels to deliver information.
 - © Experience of effectively contributing to organisational vision.
- Ability to plan duties to ensure work plans meet requirements
 - Experience of acting on requests to carry out ad hoc work to gather information as requested and be able to circulate to relevant persons in format that is clear and understandable
 - Confidence in decision making when resolving unfolding situations often on site and under pressure from partner organisations, operators and clients.

Technical:

- © Strong negotiation skills.
- Good practical knowledge of Bus, Taxi and Hackney carriage licensing for operators and drivers
 - Awareness of the procedure for the securing of wheelchairs within vehicles
 - Good practical knowledge of legislation around Bus operations and the Passenger Transport Industry
 - Experience of reading and interpreting bus timetables.

Impact & Influence:

- Demonstrates a clear understanding of the needs for working with individuals and in teams
- Responds efficiently and clearly to requests from customers and stakeholders

OUR VALUE & BEHAVIOURS

Championing Our Region | Working Intelligently | Easy to Do Business With | Positive About Change | Working Together

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here.