

Transport and Lease Manager

CANDIDATE INFORMATION PACK



Job Description

1. JOB IDENTIFICATION

Job Title: Transport Manager

Department(s): Transport Services

Job Holder Reference: ADMIN005TRA

No of Job Holders: 1

2. JOB PURPOSE

The sole person who has complete autonomy and responsibility of NHS Dumfries and Galloway's Operator licence with required qualification which allows it to operate a commercial vehicle fleet under the Scottish Area Traffic rules and ensure it is safe, secure and legal.

Manage and develop a continuously changing Transport department (vehicles and staff). Along with managing and developing the Mailroom department staff at DGRI.

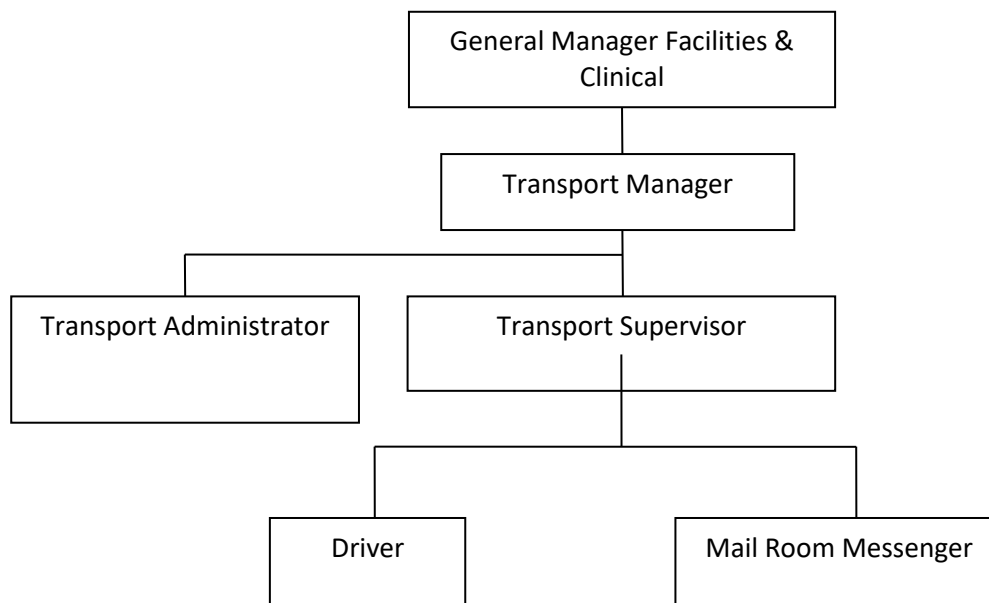
Overall fleet responsibility for the whole NHS Dumfries and Galloway region and area-wide transport advice.

Overall management of the internal and external mail service for the NHS region.

Overall management of the NHS Dumfries and Galloway's liquid nitrogen distribution and rota.

Works closely with senior management and the National groups to manage the service and develop it into a sustainable and greener future (Health Facility Scotland, Senior team fleet meetings, travel and logistic meetings.)

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- Responsible for management of Transport Department and compound at Crichton site, Mailroom at DGRI site and Store room at Mountainhall.
- Responsible for management of all physical assets within the Transport Department, Mailroom at DGRI and Store room at Mountainhall.
- Responsible for management of over 100 pool vehicles, 20 commercial vehicles region Wide.
- Responsible for overall management of 19 members of staff.

Budget Holder for the following Services:

Best practise and utilisation of budget relating to, staffing, supplies, income, vehicle rental, fuel, maintenance, insurance and handling, and both mail franking machines.

Annual Budget: £996k gross in 2018/19

Staff Headcount 18

5. MAIN DUTIES/RESPONSIBILITIES

General Management

Sole responsibility for:

- Legal obligation to operate within SAT (Scottish Area Traffic Office) laws, using specialist and technical transport knowledge to do so, being the sole holder of the Operator's Licence for the NHS D & G, being audited and inspected by outside bodies on a regular basis.
- Keeping CPC (Operator licence) qualification and knowledge up to date and maintaining a clean licence as without these NHS Dumfries and Galloway's licence to operate can be removed.
- Criminally and legally responsible for and enabling the NHS to comply with the Laws in relation to Corporate Manslaughter and maintaining legality with regards to Operators licence.
- Manage and comply with Operator Licence requirements, (servicing, drivers hours) which are subject to planned external audit 4 times yearly, and any unplanned visits by Scottish Traffic Office, Vehicle Operator Service Agency or Police.
- Responsible for NHS Transport services budget in relation to staffing, supplies, income, fuel, franking, vehicles and maintenance.
- Legally responsible for update of Motor Insurance Database (EU 4th Directive)
- Development and long-term (3 – 7 years) strategic planning of an effective and efficient provision of an area wide delivery, collection and related portering services to NHS bodies in Dumfries & Galloway. (excluding within DGRI)
- Providing area wide specialist professional advice (Transport) to service managers, senior management and NHS staff.
- Solely responsible for developing, structuring and scheduling plans for all transport provisions region wide, as well as long term planning, developing and implementing of new services
- Responsible for the creation of an extremely complex route structure that requires to include all regional requests (where possible), timescale requirements, and geographical issues to accommodate all requests in a suitable route plan and shift set up within the Transport departments budget and resources.
- Strategic long term planning and implementation of a broad range of differing/changing requirements in relation to highly complex transport issues within D & G Region, some of which will require adjustment and be on-going.

- Designing, planning, writing and implementing policies and procedures relating to Transport issues region wide.
- Manage, amend and monitor the servicing agreement with D & G Council for vehicle maintenance.
- Strategic long term planning and implementation of a broad range of differing/changing requirements in relation to highly complex transport issues within D & G Region, some of which will require adjustment and be on-going.
- Analysing and discussing the ability, progress and problems of patient workers within Transport Department and adjust their involvement as required.
- Planning and provision of Pool cars for staff and patient transport for all NHS bodies region wide.
- Planning for winter contingencies – arranging transport for priority staff, Doctors, sourcing 4 x 4's for Out of Hours department, etc. Post holder will be expected to drive in severe weather conditions.
- Participate in board emergency plan and work in partnership with DGC MES. During these contingencies post holder is expected to be on call and create and manage an on call service alongside other agencies to help with extreme weather and other scenarios to facilitate where possible the daily running of DGRI. Other agencies include 4X4 Club, Blood bikes and Nith Inshore Rescue.
- Point of contact for on call general manager for any out of hour or weekend issues regarding Transport when needed.
- Inter agency working – e.g. Assessable Transport Forum, Council, Voluntary Agencies, Ambulance Services, Fire Brigade, etc.
- Using technical expertise to match vehicle suitability with each department's needs. Compiling and analysing a range of complex information, comparison of a range of options and making recommendations after analysis which may require a degree of tact and determination.
- Manage the transportation of dangerous goods – specimens, blood & pharmacy within and outside region (Glasgow, Wishaw)
- Researching, analysing and disseminate complex information on new products and vehicles, carrying out road tests or suitability tests where appropriate.
- Represent Dumfries and Galloway at a National level through National meetings and conferences. (Health Facility Scotland, Senior team fleet meetings, travel and logistic meetings with representatives from across Scotland)
- Designing, planning, writing and implementing policies and procedures relating to Transport issues region wide for NHS D&G eg Driver Handbook, Drivers Awareness LearnPro module, Vehicle Usage Policy.

Human Resources Responsibilities

- Responsible for department compliance with board HR policy, including attendance management and disciplinary policies.
- Creating, planning and delivering training and appraisals, as well as responsibility for the development, motivation and discipline of all Transport and DGRI Mailroom staff.
- Responsible for recruitment, selection and deployment of Transport, mailroom and bank staff.
- Responsible for the Health & Safety of staff and visitors to department.
- Management and motivation of a multi-disciplinary team
- Design and delivery of training programmes, modules for drivers throughout the NHS who regularly use NHS pool car vehicles, especially for drivers with repeated incidents.
- and monitoring of Risk Register & Risk Assessments.
- Responsible for the creation and monitoring of the Clinical Governance/ Quality

Improvement Register

Resources

- Solely responsible for the storage of NHS D&G details on the National Transport database system (Fuel, vehicle and staff's driver licence details, training records).
- Responsible for the storage and confidentiality and updating of personnel files.
- Responsible for Requisitions, tachograph cards and all other budget and general files within the department. As well as all Dumfries and Galloway staff driver records and details adhering to GDPR law.
- Responsible for I M & T – Ensure that information technology hardware and
- Software is maintained securely and in their proper functional state.
- Responsible for the security of all Transport and mailroom related buildings, departments, vehicles and equipment.
- Ensuring the efficient and effective deployment of resources in line with budget.
- Authorised signatory for all pay sheets, invoices, travel/course fees, stores requisitions, HR related Employee forms.
- Responsible for the security of all Transport and mailroom related buildings, departments, vehicles and equipment
- Responsible for security and confidentiality of case notes, recorded delivery and registered post in transit and preparation for Royal Mail within the two mailroom sites.
- Responsible for creating and provision of staff training on driving NHS D&G vehicles, use of fuel pumps, vehicle wash, daily checks region wide.†
- Responsible for all stores, specimens and equipment deliveries within region and out with (Glasgow, Wishaw)
- Regularly undertakes vehicle testing and research into greener fuel options to keep on top of current issues.

6. SYSTEMS AND EQUIPMENT

Equipment

- Uses computer hardware and software in MS Office Professional suite
- Use and oversee maintenance of franking machines with mail software. (inserter, scale, PC and touch screen selector)
- Usual office equipment (fax, laminator, scanner, photocopier & printing machine)
- Digipost Tacograph reader used with software to record driver hours, WTD, driver habits and infringements.
- Liquid nitrogen dewars, containers and guns.
- Transport vehicles (lifting trolleys, machine wash, compressor, cages, tail lifts, ratchet straps)

Systems

- Transport Fuel Programme software – Used to set up fuel fobs for vehicles, password and protected access for vehicle fuelling as well as monitoring fuel levels and consumption.
- National Fleet Management Computer Programme/ Software – Database that contains all Transport departments data from drivers, vehicles, accidents, fuel cards, rentals, hires MOT's etc.
- Motor insurers Database (4th EU Directive) – Insurance of NHS vehicles and dealing with accident and 3rd party claims against Board.

- Mailing software programme – Used for franking machines to function on new PPI mailing system which is linked to Royal mail account.
- Driver CPC compliance software – Used to record drivers hours, WTD, driver habits and infringements to comply with operator licence legislation.
- Fuel card software – Used for management of fuel cards within region for live accounts and invoices etc.

Authorised signatory within department for:

All Purchase Orders/ Requisitions/Invoices /HR employee forms
Weekly & Monthly pay sheets.

7. DECISIONS AND JUDGEMENTS

- The Transport Service Manager will work with a large degree of autonomy in the areas of responsibility and will not be routinely supervised.
- Prioritise and organise own workload on a daily basis to meet conflicting business and department issues and be pro active when required.
- Respond and react to emerging situations for service development and make judgements in relation to emergency, out of hours or extreme weather requests. (Broken down equipment, critical specimen uplift, short notice equipment transfer, helping maintain DGRI service during extreme weather or scenario's)
- Objectives will be agreed annually with the General Manager Facilities & Clinical Support Services in accordance with the performance management agreements, however the post holder will decide how to achieve these objectives.
- Work with minimal direction and supervision, work is managed rather than supervised, with line manager available for guidance and assistance when required.
- Update, assess and evaluate Risk Register & Risk Assessments.
- Update, assess and evaluate the Clinical Governance/ Quality Improvement Register
- Interprets analyses and advises NHS D&G on Driver Vehicle Licensing Agency (DVLA), Driver Vehicle Standards Agency (DVSA) and Freight Transport Association (FTA) Transport rules and regulations.
- Manages and reviews the legal and cost effective aspects of Transport issues and usage to promote safe, legal and rational use of NHS D&G vehicles.
- Independently monitoring and updating systems and databases ensuring NHS D&G is legality operating within Operators licence.
- Work independently in interpreting complex information with regards to financial and environmental data to promote the use of the most cost effective, sustainable and efficient purchase of vehicles throughout NHS D&G
- Uses knowledge and experience to assimilate and evaluate, often conflicting, information in order to advise on Transport issues.

Decisions taken will relate to

Financial expenditure

Service development and the methods of executing the developments

Judgements considering risk

Training needs of all staff

Disciplinary of staff in line with NHS Disciple policy.

Recruitment and selection of all new staff

Processes and procedures for meeting NHS and legal guidelines

Analytical problem solving
Implementing Board policy as it relates to Transport.
Emergency Planning for Vehicle Allocation outwith normal working hours
Judgements are made on performance management.

Analyses and resolves complex service issues, on an ongoing basis.
Judgements across specialist transport issues taking into account legislation, H & S, conflicting demands – e.g. systems or equipment failure.

8. COMMUNICATIONS AND RELATIONSHIPS

Internal

- Senior Managers, service heads, clinicians throughout NHS Dumfries and Galloway
- All levels of staff within NHS Boards
- Health Facility Scotland and Transport representatives from across Scotland.
- Professional colleagues in other NHS areas in the interests of benchmarking,
- Scottish Healthcare Supplies – Transport Section
- NHS /Council/Colleagues in professional networks
- Contributes to NHS Transport policies and procedures

External

- Local Authority and other public sector colleagues (D&G council)
- Other organisations providing operational services to NHS D & G (Blood Bikes, 4X4 Club, Nith inshore rescue.)
- Scottish Traffic Area Office
- Freight Transport Association
- Staff side representatives
- Sales Representatives
- Car Leasing Companies
- Local garages
- Ambulance Service/Police
- Royal Mail

Responsible for assessing needs and having discussions with Senior Managers, outside agencies (Ambulance Service, Doctors and Council) to discuss and develop issues, developments of NHS Dumfries and Galloway's transport section.

9. PHYSICAL DEMANDS OF THE JOB

Job is mainly office based, therefore does not normally impose significant physical demands on the jobholder, other than when:

- The job holder is required to cover duties in the event of staff sickness, therefore van driving, Class C driving, and some vehicle maintenance is carried out.
- Within these duties, would be the movement, of pharmacy specimens, foul & infected linen, patient case notes, hot food and food stores, recorded and registered mail.
- At this time physical effort will be required for the bulk of the day.
- The post job requires the jobholder to visit other NHS Facilities, region wide on a regular basis, as well as attending National meetings throughout Scotland so the jobholder can be driving often.
- Can also be expected to drive in severe weather situations.

The mental demands imposed are typical of those that apply to senior departmental managers.

Mental Efforts

Frequent requirement for concentration with a changing work pattern. Prolonged concentration required for preparing training programmes, analysing budgets, strategic planning, and recharge checking. Personally deals with service problems. Processes financial staffing and service information. Deals with frequent interruptions to deals with service emergencies/problems. Personally deals with staff performance issues.

Grievance procedure – Dealing with staff grievances and having a good working knowledge of the grievance procedure process.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring the achievement of a high level of service to all departments including ad hoc requests within allocated resources. Covering departmental duties, meeting deadlines during periods of staff sickness/ holiday.

Respond and react to emerging situations for service development and make judgements in relation to emergency, out of hours or extreme weather requests. (Broken down equipment, critical specimen uplift, short notice equipment transfer, helping maintain DGRI service during extreme weather or scenario's)

Manager analyses complex pieces of information to produce an efficient system of working for all Transport routes to capture all services involved with the department and to meet a high number of specific requests from other departments. Meanwhile being able to piece them altogether for the most effective working system and keeping them within safety, legal and budget concerns.

Ever changing legal aspects relating to transport laws, (staff/ vehicles) Being involved in new projects, setting up and deciding viability of resources requested.

Logistical aspects of the job. (Vehicles region wide) Management and motivation of a multi-disciplinary team.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Educated to Degree level & specialist knowledge acquired through courses and experience.
- Possess and retain a CPC licence (Certificate of Professional Competence in Transport Law/ Management) – Minimum requirement to obtain Operators Licence. - (Specialist Qualification)
- CPC driver licence qualified, minimum Class C.
- Previous Management experiences.
- Full Driving Licence
- Membership of Professional Body
- Strong organisation skills for planning schedules, journeys and loads.
- The ability to work flexibly and to make informed decisions quickly
- Knowledge & experience in Transport Laws and Regulations.
- Knowledge & experience of Drivers Hour Rules
- Knowledge and experience of Risk Assessments
- Knowledge and experience of departmental budgeting

- Knowledge of EU Directives relating to transport issues & staff
- Maintenance and updating of knowledge through Continued Professional Development
- High level computer skills for specific programmes and software within department.
- Knowledge of NHS Dumfries and Galloway policies and procedures.

The post also requires an individual who demonstrates competency in the Critical leadership behaviours identified as crucial to achieving success within NHS Scotland.

- Working in partnership
- Learning and development
- Caring for staff
- Improving performance through team-working
- Communicating effectively
- Improving quality
- Achieving results

The Transport Manager should be an experienced professional, suitably qualified, with wide experience in all aspects of Transport Issues.

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

Selection Factors		Criteria
QUALIFICATIONS & TRAINING	Essential	<ul style="list-style-type: none"> • Educated to degree level (or equivalent) in relevant discipline • Operator Licence qualification • Drivers Licence
	Desirable	<ul style="list-style-type: none"> • In-depth managerial, financial and strategic knowledge.
EXPERIENCE	Essential	<ul style="list-style-type: none"> • In-depth operational fleet experience in a complex organisation • Knowledge & experience in Transport Laws and Regulations. • Managerial experience of a multidiscipline team.
	Desirable	<ul style="list-style-type: none"> • Made effective decisions that impact across organisation • Knowledge of NHS Dumfries and Galloway policies and procedures.
SKILLS & COMPETENCIES	Essential	<ul style="list-style-type: none"> • Communicate highly complex and sensitive information • Specialist advice and support in relation to Transport and fleet standards, policies, systems, terms and conditions and application of employment processes. • Analyse highly complex employment situations and advise / decide on appropriate course of action • Ability to provide complex and sensitive information to managers and staff • Give presentations / delivering training on complex and / or contentious workforce policies and issues
	Desirable	<ul style="list-style-type: none"> • Specialist training / coaching in subjects associated with functional discipline
KNOWLEDGE	Essential	<ul style="list-style-type: none"> • Transport Law rules and regulations • Highway code • Operators Licence rules and regulations • Basic knowledge of vehicles

	Desirable	<ul style="list-style-type: none"> • Educated to Degree level & specialist knowledge acquired through courses and experience • Holds a CPC Licence • Previous Management experiences.
PERSONAL CHARACTERISTICS AND OTHER	Essential	<ul style="list-style-type: none"> • Confidence • Ability to constructively challenge • Able to build effective and engaging working relationships • Resilience • Ability to work collaboratively, liaise with others and be approachable. • Good communicator both verbal and written
	Desirable	To be energetic and decisive.

Find Out More

NHS Dumfries & Galloway

For information on NHS Dumfries & Galloway, including details of further staff benefits, how to get started with us, advice for moving to the area, our facilities and beautiful surroundings, check out our **Work with Us** Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser: www.nhsdg.co.uk/workwithus

Dumfries and Galloway Health and Social Care Partnership

For information on Dumfries and Galloway Health and Social Care partnership:
<https://dghscp.co.uk/>