



East Surrey Rural Transport Partnership

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JOB DESCRIPTION

JOB TITLE: GENERAL MANAGER
POST NO: ES RTP901
HOURS: Permanent 40 hours per week.
SALARY: £31,791 to £35,826 *depending upon experience.*
REPORTS TO: CHIEF EXECUTIVE
BASED: Oxted, Surrey with travel around East Surrey and the surrounding areas.
SUPERVISES: Drivers and passenger escorts.
MAIN PURPOSE/S: To work directly with the chief executive and engineering manager to coordinate day to day transport operations, managing a team of minibus drivers and passenger escorts.

DUTIES:

- a) To manage a team of drivers and passenger escorts, to include;-
- Scheduling the daily worksheet diary.
 - Organise work shift rotas, making sure that all shifts are covered throughout the year.
 - Ensuring that all work has been assigned a driver with as much notice as possible.
 - Supervising driver and passenger escort annual leave allocation.
 - To be the first point of contact for all drivers from 06:30am and be prepared to receive calls out of office hours when emergencies arise and to facilitate the continuation of the service by arranging the movement of a staff/spare vehicle.
 - Verify and check the driver safety checks and logs.
 - Monitor, develop and motivate a large team of drivers and passenger escorts.
 - Appraise staff performance and take disciplinary measures when required.
 - Co-ordinate on-going staff training.
 - Manage the recruitment and mentoring of new staff, arranging induction and training.

- b) Liaise with the Travel Centre, who schedule all ES RTP “Demand Responsive Transport” services.
- c) To monitor and assess the efficiency of the Travel Centre.
- d) To be responsible for implementing and recording all issues concerning Health and Safety.
- e) To identify, perform and record risk assessments. Ensuring that risk assessments are monitored and reviewed.
- f) Ensure that the company complies with DVSA and DVLA directives.
- g) Maintain and improve our quality standards and strive to increase our quality awareness and standing in the transport community.
- h) Maintain accurate administrative records and database.
- i) Identify operational issues, potential problems and opportunities.
- j) Manage and resolve queries and complaints courteously and efficiently.
- k) Have an understanding of the local area to maximise the efficiency of the routes.
- l) Liaise with the Chief Executive and the Management Team on a daily basis.
- m) Assist with MiDAS training for staff and external customers (Training will be given).
- n) Occasional minibus driving.

To undertake any other duties that may be required which are commensurate with the level of the post.

Date Created: December 2014