



Job Description

Job Title	Transport Manager
Hours	37 hours per week
Salary Band	Band F
Responsible to	Chief Operating Officer
Responsible for	Direct: Transport Team Leaders & DDRT Service Manager Indirect: Drivers, Fleet Assistants, Administrators and Coordinators
Office base	This post can be based in one of our main Transport offices located in Basingstoke, Cadnam (New Forest), Fareham, Gosport, Winchester. Regular travel to other offices and operating areas will be required.
Contract	Permanent

Job Purpose

You will be responsible for managing and growing our Community Transport and associated services across Hampshire and the Solent and beyond. You will have specific responsibility for developing and managing an efficient, safe, accessible and high quality transport service for residents. You will build relationships with commissioners and partners across public, private and voluntary sectors. Working closely with the Chief Operating Officer (COO) you will lead our transport business development, bidding for contracts, developing and testing new innovative models of delivery to support and sustain existing services which include Connect, school contracts, local bus services, community transport and Group Hire. You will be responsible for a team of Transport Coordinators and Drivers. You will be our main point of contact with transport service commissioners including Hampshire County Council ensuring we are fully compliant with legislative, health and safety, training and reporting requirements. You will establish our reputation as the best community transport provider in Hampshire.

Responsibilities

Managing Transport Services

- Ensure we deliver a safe and high quality service for our customers. Working with Transport Team Leaders and Coordinators you will organise and plan transport services and manage

transport contracts ensuring that vehicles and drivers are allocated and daily transport is provided in accordance with the contract service specification.

- Oversee the further improvement of a single computerised booking system across our operating area. You will ensure we have sufficient trained staff in each location to take bookings and meet expectations of our commissioners, and you will ensure Transport Coordinators have the necessary information to provide quotes for groups looking to hire minibuses.
- Oversee and ensure accurate and timely recording of monitoring statistics as required by customers and commissioners/funders. This will include passenger numbers, journey miles and times, fare income and other outputs.
- Organise and lead team meetings with your Transport Team Leaders, Coordinators and Drivers and ensure that all compulsory training, supervision and performance management is carried out in accordance with Community First policies.

Transport service innovation, development and promotion

- Develop, market and promote new services looking for innovation in how we can move toward a more sustainable funding model and how we can generate additional revenue to subsidise essential transport services for vulnerable people. This may include:
 - Working with COO to develop new pricing models for large scale contracting of transport services
 - Exploring options for creating social enterprise and joint ventures with partners to pool resources and share expertise in order to grow our business
 - Research and propose likely funding sources for innovation in our bids
- To communicate in a professional, constructive and non-discriminatory manner with customers, funders, partner organisations, managers, drivers, service users and their carers and lead by example for staff in your transport team
- To proactively market and promote our transport services to a wide audience across our operating area including key decision makers, local authority partners, private sector, community groups and service users with the aim of increasing patronage, generating new income and identifying opportunities for collaboration and service innovation.

Quality Assurance, Reporting and Monitoring

- Ensure we have a robust programme of spot and programmed quality checks on drivers' standards, ensuring that each trip, vehicle, driver and contract is quality checked and recorded at least annually. Your Transport Coordinators will be responsible for implementing this.
- To contribute to other quality monitoring to ensure the delivery of the specific aims and objectives of funders/commissioners. You will be required to attend monitoring meetings with HCC and District Council officers and produce high quality, in depth monitoring reports

including information regarding financial and operating performance in association with our Finance Director and other Transport Team leaders

- To take the lead role in investigating any complaints and in the event of any accident and incident reporting as required. You will review procedures and make recommendations to the Chief Operating Officer to change and amend where improvements can be made.

Compliance and Risk Assessment

- Ensure that transport services are delivered safely and are compliant with Community First Health and Safety policies and all other legal requirements. You will ensure that all staff including Transport Coordinators and Drivers are aware of and take responsibility for the safety, welfare and comfort of all passengers whilst transporting them to and from their destination.
- Promote safe working practices and work environments ensuring drivers and all staff under your responsibility are appropriately trained, including MIDAS certified and DBS checked and that training records and accreditation is kept up to date. You will be required to undertake training courses as appropriate including Emergency First Aid at Work, MIDAS and others as required in order to carry out your duties. Ideally you will be trained to same standard as the Drivers and able to perform same duties if required in emergency or urgent situations.
- Ensure that Risk Assessments are carried out for all new and existing transport contracts/trips to assess whether they can be safely delivered and what equipment/procedures need to be in place.
- Take all reasonable care to promote a healthy working environment and safe working practices in accordance with Community First's Health & Safety Policy. A copy of Community First's Health and Safety policy and any guidance relevant to your duties will be provided.
- Deal with and respond to emergency situations in accordance with your training and procedures set out by Community First. You may need to act as first contact for Drivers reporting accidents or incidents and/or as Incident Co-ordinator. All accidents and incidents must be reported within one working day or immediately if in the case of any injury or a fatality. Accident report forms should be carried on all vehicles and include a sketch and/or photographs of the scene should be completed at the time of the accident.

Please note support for safeguarding and overall risk management will be provided.

- Work in partnership with Community First's Learning Services Team to promote a programme of MIDAS training for group hire and other users.

Fleet Management

- Oversee the management of the vehicle fleet ensuring that all vehicles are in full and safe working order ensuring we have a system to accurately record and maintain vehicle records including ownership, service history, MOTs, mileage, safety and vehicle checks.
- Ensure all passenger restraints are regularly checked for wear and tear and faults reported and rectified promptly. Ensure annual audit of passenger restraint is carried out across the operating fleet.
- Work with Transport Coordinators to ensure vehicles have fully stocked First Aid kits, fully functioning and serviced fire extinguishers, spill kits, cleaning cloths and scrapers. Arrange for central purchasing of replacement kits.
- Make recommendations and advise on the need for replacement or additional vehicles. Negotiate arrangements with HCC for purchase or lease of new vehicles they provide as set out in contracts.
- Ensure that we have the most cost efficient and operationally effective arrangements in place for maintaining the vehicle fleet
- Ensure that all vehicles are kept insured and work with Transport Coordinators to deal with any claims relevant to incidents/accidents.

Clauses Common to All Community First Job Descriptions

- To promote Community First's Equality, Diversity & Inclusion policy.
- To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.
- In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
- To undertake such additional responsibilities appropriate to the role as may be required and agreed by the funding partners, commensurate with the grade and responsibilities of the post.
- This post, due to the nature of the work, is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act, 1974. Applicants are, therefore, not entitled to withhold information about convictions which, for the purposes, are spent under the provisions of the Act, and in the event of employment, any failure to disclose such convictions could result in dismissal or disciplinary actions by the Council. You may be required to undertake a DBS check.



Person Specification

Transport Manager

Key skills, knowledge and experience required:

Good knowledge of the wide range of Community Transport and associated services we do and could deliver, including challenges, opportunities and understanding of the needs of our customers	Essential
Resource management skills - with the ability to manage and get the very best out of staff, resources including fleet of vehicles and drivers, and manage financial resources effectively.	Essential
Project and service management skills - with the ability to plan, allocate and monitor resources effectively in relation to meeting agreed objectives and targets, together with ability to analyse data and produce accurate reports	Essential
People management skills - ability to recruit, manage, lead and motivate staff, and also have the confidence and insight into human behaviour that enable effective performance management	Essential
Partnership working and relationship skills – experience of successfully developing and working in partnership with a range of public, private and voluntary sector organisations with ability to create and maintain effective relationships with key decision makers and individual both in and outside of our organisation	Essential
Communication skills - ability to represent Community First through effective verbal and written communication including presentation, influencing and negotiating skills and ability to produce high quality reports	Essential
Driving licence and access to own car	Essential
Good awareness, understanding and commitment to the values and ethos of the voluntary and community sector	Desirable
Service funding and development – experience of preparing and submitting competitive tenders and the ability to develop new services and innovative service models to meet new and emerging needs	Desirable

Key competencies required:

Achievement and Service Orientation- demonstrating tenacity and with a clear focus on delivery and quality of service.	Essential
Concern for order - recognising the importance of working to plans and following agreed procedures particularly around health and safety, vehicle checks and driver training.	Essential
Initiative - demonstrating an ability and willingness to resolve issues and cope with ambiguity and uncertainty and demanding workload and be a self-starter	Essential
Self-confidence - displays assurance, confidence and resilience in challenging situations. Has leadership skills and is a strong communicator	Essential
Personal credibility and impact - demonstrating an awareness of personal impact and can use a range of influencing strategies and communications tools including listening, writing and presenting skills	Essential
Commercial awareness – ability to think strategically and understand importance of financial viability in delivering the transport function and service	Essential



CONDITIONS OF EMPLOYMENT

1. Job Title

Transport Manager

2. Salary

Salary: up to £38,000.00 per annum depending on experience.

3. Hours of work

Full time 37 hours per week.

4. Holiday Entitlement

25 working days paid leave in each leave year in addition to Bank Holidays (pro rata). This will increase by 1 day after an employee has completed 2 years' service, 3 years' service and 4 years' service making a maximum of 28 days after 4 years' service.

5. Conditions of Appointment

A six month probationary period applies to this post

6. Place of work

Any main Community First office: Cadnam, Basingstoke, Winchester, Fareham

7. Pension Scheme

Following successful completion of your probationary period, you will be automatically enrolled in CFW's NEST pensions scheme, provided you meet the Qualifying requirements. CFW will provide employer contribution in line with the provisions of the scheme. You will retain the option to opt out the scheme should you so wish.

8. Accountability

The Transport Manager will be accountable to the Chief Operating Officer.

April 2026