



Candidate information

Transport Logistics Team Leader



Job Description

Post Title: Transport Logistics Team Leader	Post Reference: JD102	
Summary of the Role: The post holder will have first-line management responsibility for 2gether's Logistics drivers (primarily those based at their depot) to enable the smooth and efficient delivery of transport services which are fully compliant and delivered to a high standard within the contractual cost and service parameters. Working flexible weekday hours, the post holder will be able to use their own initiative to ensure that resources are available and deployed to meet the demands of the service and are in line with all pre-determined journeys and rotas. On occasions this will involve undertaking planned runs on a 'relief driver' basis so a full clean UK driving licence, preferably with D1/acquired rights, is a pre-requisite. The post holder will be part of an empowered, innovative team, providing a patient centred, customer service focused Transport Operations service across east Kent.		Reports to: Transport Operations Manager Base / Locations: KCH / QEQM / <u>WHH</u>
Key Responsibilities		Working Relationships & Contacts
<u>Service delivery</u> • To be responsible for the deployment of resources as scheduled daily to meet planned and unplanned transport requirements in the most cost effective and efficient manner whilst achieving the agreed quality standards; • To work with the Transport Operations Manager to ensure budget criteria are met and to continually review the ethos of a value for money service; • To provide cover as required for other Logistics Team Leaders in their absence; • To undertake driving duties as a Relief Driver when required to provide a continuous Logistics service;		• 2gether Logistics colleagues and team members; • 2gether Facilities and Estates Managers and Team Leaders at local site; • Trust clinical and non-clinical staff stakeholder departments such as Pathology and Pharmacy; • Staff at NHS Trusts, GP surgeries and clinics;

- To develop, in conjunction with the management team, best practices in the provision of the Transport service, and identify service improvement opportunities;
- To provide, as required, daily/weekly/monthly management information/reports to the Transport Operations Manager;
- To participate in the Transport Operations service out of hours on-call rota responding positively to any operational calls or major incidents/emergencies that may arise;
- To manage and distribute local stock of vehicle consumables; and
- To build positive working relationships with key stakeholders both within the Trust at a local site level, as well as the GP Practices and Surgeries with the site's geo-footprint.

Line management

- To be responsible for the delivery of an effective and efficient service through the appropriate management and development of a team of drivers;
- To be responsible for the discipline, attendance and performance of team members and escalating as appropriate to the Transport Operations Manager;
- To monitor morale and highlight any issues or concerns to the Transport Operations Manager which may affect service performance or the wellbeing of staff;
- To support the Transport Operations Manager with recruitment and induction of new drivers into the organisation; and
- To be responsible for the effective cascade of communication and briefings to team members ensuring a fully engaged and well informed workforce.

Health & Safety and compliance

- To maintain compliance with all relevant health & safety requirements and the avoidance of risk to staff in the delivery of all aspects of the service and where appropriate, to review and act upon it;

- Commercial vehicle suppliers; repairers and service centres;
- Contract hire/lease companies;
- Vehicle insurers/brokers;
- Vehicle recovery organisations;
- Police and other authorities.

- To undertake all necessary health & safety risk assessments and COSHH reviews ensuring the local health & safety manuals are kept up to date and drivers are fully briefed on any changes;
- To maintain the reporting and escalation procedure relating to any incident that may impact upon the delivery of services e.g. an accident or damage occurring to a vehicle or the inability to achieve a pre-planned pickup/journey;
- To ensure compliance with 2gether policies (in particular all relevant aspects of the Driving at work policy) and standard operating procedures, including in relation to packages being transported;
- To validate driving documents at the commencement of employment and periodically thereafter in line with 2gether's policy on safe driving at work;
- To ensure daily vehicle inspections are undertaken and any defects/remedial works are escalated for appropriate action to be taken to ensure vehicles are safe and roadworthy at all times; and
- To wear the uniform and ID badge supplied, acting as a role model to team members.

Training & competency

- To support drivers to ensure all mandatory training standards are met and maintained, and drivers are fully trained and competent to undertake their role;
- To ensure that drivers are trained on a variety of planned runs to optimise resources and cope with unplanned absences with adversely affecting the service;
- To deliver or facilitate non-ESR based training for drivers, such as inanimate loads manual handling training;
- To undertake driver competency tests as part of the driver recruitment process and at periodic intervals thereafter; and
- To undertake any other reasonable management request commensurate with role.

Person Specification:

(Please state Essential (E) or Desirable (D))

Knowledge & Skills:

- Good interpersonal and people management skills for communicating with individual staff, stakeholders or small groups; (E)
- Diplomacy and problem solving skills; (E)
- Good time keeping and organisational skills; (E)
- Able to prioritise workloads, work under pressure and meet strict deadlines and unplanned requirements; (E)
- IT literate; (E)
- Work on own initiative; (E)
- Ability to supervise and train others; (E)
- An appropriate geographical knowledge of Kent; (D)
- To be aware of the Health & Safety at Work Act, and all other relevant legislation; (D)
- Trained in the provision of Inanimate Loads Handling and Handling aids/equipment, mobile communications equipment and journey planning software. (D)

Experience

- Experienced in working within a transport/logistics service as a driver and/or supervisor; (E)
- Experience of working within a service environment and able to demonstrate success in managing people and challenging situations; (E)
- Experience of training, identifying and coordinating the reporting of updates for all on-going training needs. (E)

Qualifications

- Minimum of 2 years' experience in a supervisor/training environment or qualified to NVQ level 3, City and Guilds, or equivalent; (E)
- Full UK driving Licence (E) with D1 or acquired rights. (D)

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		X
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work	X	
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.	X	
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		X
Hand Washing?	This means washing hands 20 plus times per working day.		X
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).	X	
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.	X	
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		X
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X