

Job description and person specification

Bede's is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.

Job description

Job Title:	Travel Coordinator
Reporting to:	Head of Transport and Summer School Assistant Director
Main purpose of the role	
To provide full transport administration support to the Transport Manager and Summer School Head Office, Transfer & Centre Teams.	

Main duties and responsibilities:

Transport duties and responsibilities:

1. Transport Service: To administer the transport provision, providing a safe and compliant service whilst quality and performance targets are achieved.
2. Driver Support: Administer compliance and training documentation to ensure the best in class transport operation.
3. Route Planning: To organise and administer the internal pupil transport service involving the writing of time table schedules, route planning and booking outside coach companies. Ensure that advance driver resource is planned and appropriate cover made to utilise the schools fleet of vehicles to its maximum capacity for pupils and parents.
4. Transport Administration: Administer the transport of pupils to and from the school in accordance with the planned time table and agreed routes. Administer the transport of pupils to sporting fixtures, airports, activities and school trips.
5. Fleet Management: Provide vehicle fleet management administration, areas include: taxation, insurance, fuel, maintenance, telematics, vehicle hire, licensing and compliance.
6. Information Systems: To increase the effectiveness of information and fleet/transport management systems. Producing exception reports, increasing the use of relationship databases and spreadsheets.
7. Communication: To communicate in a timely, friendly and professional manner ensuring that a good impression is maintained at all times.
8. General Duties: To carry out other transport management tasks as requested. To provide cover when the Transport Manager or Summer School Directors are out of the office. To operate to all Bede's policies and procedures as is relevant to the job role.

Travel Coordinator:

For each start, end and half term you will be responsible for the booking, organising and liaising of transfer bookings for our boarding pupils. The school has a strong reputation as an inclusive multinational boarding community of some 200 pupils from a variety of differing cultural backgrounds. You will be liaising with boarding houses, pupils, parents and guardians to organise the smooth running of transfers.

1. Transport Plan: Agreeing a clear school transport plan for each holiday break with the transport manager and in accordance with school timetable and publicising this via email to parents, guardians and pupils with clear submission deadlines and processes explained well ahead of holidays. You'll also communicate with the Head of Boarding to make sure forms and documents are kept up to date in line with any Boarding School Association's (BSA) requirements.
2. Pupil Information: Supporting pupils to submit correct information in a timely fashion and collating all travel details submitted onto a travel coordination spreadsheet used to schedule bookings and school transfers to log all relevant details.
3. Liaison with houses: Continuous liaison with house staff to ensure awareness of pupil's plans and troubleshoot where necessary e.g flagging up early departures or late returns, ensuring students are departing and returning to school at the correct times through liaison with pupils, house staff, parents and guardians. Whilst also monitoring progress of departures and arrivals with Porters Lodge, Transport Manager and house staff.
4. Transfers: Ensuring that transfers are correctly timed against flight information, scheduling transfers to allow pupils to share transport where possible according to needs/requests. To take specific care when students are unaccompanied minors, whilst scheduling clear taxi collection times, locations for departures/arrivals and submitting this to taxi companies to make bookings.
5. Travel confirmations and communication: Supplying clear transfer confirmations via email to relevant parties e.g. pupils and parents.
6. Logistical support: Assisting with marshaling minibuses, coaches and taxis on the final day of term.
7. Safeguarding: Raising any potential safeguarding issues with house staff and the Student Welfare and Protection Officers and agreeing measures.
8. Record-keeping: Keeping up to date contact list for students and parents whilst in transit and responding to last minute travel amendments & submissions.
9. Relationship Management: Fostering good relationships with parents and guardians to ensure they are happy with how we operate and to obtain clear information / authorisation about pupil's travel plans.

Summer School:

1. Working with the Summer School Social Programme Manager to pre-book and pro-actively review transport requirements for all excursions, academies, training and airport transfers using the most efficient and cost effective means of transport (minibus, coach, hire car, taxi) according to anticipated, and changing, student numbers in liaison with the Director and Assistant Director of Summer School. The excursion provisions are handed to seasonal Activity Managers to oversee in accordance with requirements throughout the operational period.
2. During the summer, working with the Transfer Team to plan and organise Bede's minibuses & drivers as well as external vendors to arrival and departure requirements.
3. To assist, check and quality control arrival and departure schedules and on the day, oversee transfer operations and be a part of the Summer School's Head Office.
4. To help compile and produce schedules for the Summer School's weekend team of Airport Coordinators and where required, liaise closely with them on arrivals and departure days.

5. To assist with the administration for the Summer School transport provision, this includes ensuring taxi & coach invoices are checked thoroughly for accuracy against order requests, service delivery and quality.
6. Working with the Transfer team and Centres for the booking and service delivery of non-standard transfers falling outside of the weekend provision.
7. During the summer, to assist in the resolution of any issues arising from unexpected changes in student numbers, delays and cancellations to ensure a fully effective transport service for Summer School students.
8. Hire Cars are procured to the best possible quality at competitive rates in line with Summer School centre requirements.
9. Working to prepare the best suppliers and ensuring each summer location has providers in place for coaches, minibuses and taxis, and that these are on an account. Quotes, prices and contacts are provided for the head office and seasonal teams, with the negotiated rates and service level compliance agreements filed for accessible use.
10. To maximise the availability of Trust drivers, liaison and assistance in rota/requirement planning.
11. Liaising with the Summer School recruitment team to check and clear licences of seasonal staff.
12. Assisting the Summer School Operations Team with booking logistics for stock going outbound and inbound for the various setup and closedown dates.

Measures:

1. All fleet vehicles are operated to the highest standards meeting all licensing and compliance requirements.
2. All pupils are safely transported from various locations and transport hubs.
3. Drivers are compliant and driver records organised and securely stored.
4. Information completed to agreed timescales, all weekly and monthly costings produced and accurate information is readily available.
5. Maintain data security and integrity in line with business needs.
6. Time-tabling and route planning schedules are produced and maintained so that they can be followed by parents, pupils and staff, in an easy, clear and accurate format.
7. Excellent communication is maintained, both written and verbal. Documents are accurate, effective, up to date and easily accessible.

Key Interfaces:

1. Summer School Head Office
2. Summer School Centre Management
3. Drivers and Support Services
4. Admissions Departments
5. HR & Finance Departments
6. Housemaster and teaching staff
7. Administration staff
8. Local and National Authorities
9. Pupils and Parents
10. Transport Suppliers

Operating Environment and Context of the Role:

Our Schools are friendly and have a warm welcoming community. We offer a high quality service to all our pupils and the transport system is a major contributor to influencing parents to select our schools. The schools are situated in Upper Dicker and Eastbourne and many pupils travel to the schools on our buses from a wide catchment area; there is always a high demand for transport both to and from school and to various daily activities.

Pupil safety is paramount at all times and the job-holder must ensure this is inherent in the way in which they carry out the role; ensuring compliance with Safeguarding within the whole school is critical.

During July and August the Transport Department has a very important role providing support to our summer school programmes. This involves the movement of 1,800 students from about 50 different countries to different residential locations in South East England. Part of this role will include working for and with the Summer School Management team, providing assistance with the management and administration of the Summer School Transport Service.

The school has an environmental policy as well as tight budgetary requirements, fuel efficiency of the fleet is very important on both counts. The fleet is a highly visible, public representation of the school brand and needs to both look immaculate and must be professionally driven.

The dynamic school environment means that the Transport and Summer School departments need to meet changing requirements, which requires the job holder to demonstrate high levels of flexibility and co-operative working; pupil passengers can and do change on a daily basis and extra trips are asked for at short notice. Emergency or unforeseen changes in family circumstances can mean that pupils require transport to and from school, which the department will always aim to accommodate, whilst balancing support with cost.

Teachers and parents depend on, and expect a safe, reliable, and efficient transport service which Bede's can be proud of, and one that influences parents in choosing the school.

Safeguarding

School complies fully with the DCSF Guidance '*Safeguarding Children and Safer recruitment in Education*' and is committed to safeguarding and promoting the welfare of children and young people. The jobholder is expected to share this commitment and comply with all associated internal policies and procedures.

In addition the job holder will be responsible for ensuring all direct reports and those visiting the premises are aware of and comply with our Safeguarding policy and procedures.

Bede's is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.

Person Specification

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed Application Form and covering letter (A), at interview (I) and in some instances by an exercise (E).

Requirements	Essential / Desirable	Measured by A, I, E
Education and Qualifications		
GCSE Level or Equivalent in English, Mathematics and Computer Software	E	A
Knowledge and Skills		
Strong computer skills with a good knowledge of Microsoft Office	E	A/E
Good accurate numeric skills	E	A/I/E
Well-developed verbal and written communication skills	E	I/E
Experience		
Previous administration experience	E	A/I
Experience within Motor Transport or Fleet Industry	D	A/I
Personal competencies and qualities		
Flexible and ability to work on own initiative	E	I
Enthusiastic and energetic personality	E	I
Ability to work deadlines whilst remaining calm and focused under pressure	E	I/E
Good interpersonal and organisation skills	E	I
Other Requirements		
Current Driving Licence	E	A/I