

Hertfordshire County Council

Job Outline



JOB TITLE: School Crossing Patrol Area Lead
GRADE: H7
REPORTS TO: School Crossing Patrol Service Manager
TEAM: Active & Safer Travel Team
DEPARTMENT: Environment & Infrastructure

Purpose of the Job

To manage approximately 50 School Crossing Patrols. Prioritise, oversee and monitor the delivery of work programmes of the School Crossing Patrol service. Actively promote the service across the County.

Support the School Crossing Patrol Manager who works off site extensively and assist in the workload.

Main Areas of Responsibility

Support for the Service Manager to manage the effective and efficient operation of the School Crossing Patrol Service in the absence of the Manager. Manage up to 50 School Crossing Patrols. Prioritise and monitor the work of the School Crossing Patrol Team to ensure the coordinated delivery of work programmes. Ensure continual standardised quality of service delivery through team meetings and the establishment of best practise. Plan, develop and implement programmes of work including recruitment, identifying engineering works and training in order to meet national and locally agreed strategies. Produce monitoring reports for Manager of the Active and Safer Travel Team as required. Manage and respond to sickness and cover requirements of SCP sites and keeping schools updated on a daily basis using a dynamic risk assessment to prioritise cover requirements. Respond to complaints from crossing users, school staff and motorists and investigate allegations of poor performance and where necessary take appropriate action with Manager of service. Promote safeguarding and safeguarding responsibilities through training and continual promotion. Identify Hazards and repairs and to street furniture around the SCP site, reporting these issues and monitoring the repair through to conclusion.

Take responsibility for the management of the recruitment and selection process for the Service, which is outside the HR Recruitment process. In the Manager's absence, lead recruitment interviews with colleagues and ensure all the necessary information is available to the appointment panel including DBS, the Right to Work in the UK, references and medical checks. Ensure all appropriate personal information is received and vetted prior to the offer of an appointment. Monitor resource levels

within the School Crossing Patrol Service and identify recruitment needs. To develop and promote new recruitment campaigns (which may be area specific) to ensure quality of candidates and applicants. Follow and implement Health and Attendance Policy for School Crossing Patrols. Carry out Ill Health Review meetings and Health and Safety Risk Assessments on staff returning to work following long term sickness absence making recommendations as appropriate. Ensure Occupational Health is fully aware of any health issues as necessary. Liaise with headteachers, borough, parish and county councillors to manage expectations and implementation of new school crossing patrols sites. Manage performance by carrying out appraisals and probation meetings with new and existing staff.

Identify and quantify training and development needs of School Crossing Patrols in line with corporate and legislative requirements. Organise appropriate training courses including liaising with external consultants.

Support Safer Routes to School Programme including any other initiatives which involves School Crossing Patrol.

Implement and manage all HR functions for the School Crossing Patrol Service. Manage MSS/ESS for all School Crossing Patrol Staff

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Knowledge, Skills & Abilities

- Experience in similar managerial role
- Ability to demonstrate in depth knowledge of regulations, policies and procedures relevant to the SCP Service
- Ability of making decisions and dealing effectively with incidents which occur off site
- Ability to make recommendations to Manager in order to resolve issues as they arise
- Ability to build trust and confidence of others particularly in response to sensitive information
- Excellent interpersonal skills, able to communicate confidently and effectively at all levels
- Ability to work well on own initiative and demonstrate a pro-active approach to problem solving with minimum supervision

- Capable of thinking clearly when under pressure and confident in making decisions on sensitive issues
- Experience of generic health and safety working to Guidelines
- Using technical knowledge and expertise to communicate with other HCC departments regarding relevant regulations, policies and procedures
- Ability to prioritise work to meet tight deadlines
- Good general level of education including numeracy, computer literacy, excel, word and database packages
- Understanding and experience of working in a political environment and the responsibilities and constraints this may bring
- Negotiation and influencing skills to productively and confidently manage conflicting needs and requests
- A solid understanding of the Equality Act 2010 and Hertfordshire County Council's Diversity and Inclusion Strategy.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).