**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | School Crossing Patrol Supervisor  |
| **Job Reference** | 20932 |
| **Grade and Salary** | 4 - £28,598 (pro rata for part time and term time working) - **Actual salary between £13,917 and £14,169 depending on length of service**This role includes performance related pay progression |
| **Service and Team** | Growth, Highways and Infrastructure - Transport, Travel and Strategy |
| **Location** | Endeavour house, 8 Russell Road, Ipswich, IP1 2BX – Hybrid  |
| **Hours per week** | 20  |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

To assist the Safer Active Travel Manager in the recruitment and training of School Crossing Patrol Officers.

To provide day to day supervision of School Crossing Patrol/Relief School Crossing Patrol Officers and monitor School Crossing Patrol sites.

To act as Relief School Crossing Patrol Officer as and when required.

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| **About the team**  |

The post holder will report to the Safer Active Travel Manager. The team sits within the Transport Strategy division of the Growth, Highways and Infrastructure Department.

The Transport Travel and Safety team includes specialist officers with responsibility for road safety education and training, transport planning, behavioural change, traffic management, safety engineering and the school crossing patrol service.  The team works with internal partners across Suffolk County Council, including Public Health and external organisations as part of the Suffolk Roadsafe Partnership.

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| **What you will be expected to deliver in the role** |

* Supervisory responsibility for 26 school crossing patrols, including day-to-day performance management of staff and Personal Development Reviews (appraisals).
* Undertake the recruitment and selection of new staff as appropriate in their team and assist in other area if required.
* Provide training and induction as appropriate to team members.
* Responsible for probation period reporting, assessment and evaluation.
* Maintain the school crossing patrol service at a high standard and ensure the service provided adheres to the policies and procedures of Suffolk County Council and guidelines set down nationally through Road Safety Great Britain (RSGB).
* Provide relief patrol cover as and when required.
* Take action to maintain a healthy and safe working environment for team members by regular inspection and advice to the patrols.
* Ensure that patrols operate safely in accordance with Health and Safety guidance related to working on the highway.
* Provide support to patrols following incidents/accidents at patrol sites and to carry out initial assessments and report to Safer Active Travel Manager.
* Liaise with other agencies in reporting incidents/accidents.
* Ensure that necessary paperwork is completed and sent to SCP Manager following an incident/accident at patrol site. To ensure Safer Active Travel Manager is kept fully informed following such incidents/accidents.
* Support the Safer Active Travel Manager with HR meetings including staff disciplinary, absence and capability matters.
* Jointly assist the Safer Active Travel Manager in SCP staff training – Health and Safety, Safeguarding, Wellbeing.
* Liaise on a regular basis with Schools, Police and other Agencies on SCP matters.
* Carry out Pedestrian/Vehicle counts and assessments for external requests for SCP point to ensure that the sites meet the agreed criteria for patrols to operate.
* Be available to support other School Crossing Patrol Supervisors in the county if required to do so on occasions when there are competing demands or additional work requirements.
* Be available to assist other members of the Road Safety Team as and when required and if available, for example with road safety educational activities in schools.
* Undertaking operational meetings with school representatives to resolve local issues, 121 and Performance Management meetings where appropriate.
* Dealing with complaints from members of the Public about patrol’s behaviour by meeting on site or taking a statement over the phone.
* Ordering new equipment for the service.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. NVQ Level 4/5 (undergraduate), or Level 3 (A levels) working towards foundation degree, or evidence of an equivalent level of knowledge and experience of Road Safety, HR or Management.
2. Foundation course in HR.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. I am committed to the promotion of sustainable transport and road safety for all.
3. I work with my colleagues to achieve the best we can and support one another in our work as one team.
4. I build relationships with team members to help deliver our objectives.
5. I adapt the way I work in order to positively benefit others.
6. I am a confident communicator who can convey both simple and complex information to colleagues.

**Specialist knowledge skills and experience**

1. Some experience in relevant field such as road safety, HR and/or management.
2. Good evidence of recruiting and training adults.
3. Evidence of managing people and carrying out performance reviews.
4. Working knowledge of legislation, local & national strategy, technical and political frameworks relevant to road safety and school crossing patrols.
5. Political awareness and relevant understanding of local government.
6. Proficient in the use of Microsoft Office programmes, and other software relevant to the role.
7. Evidence of ability to deal with complaints and difficult customers to achieve resolutions.
8. Knowledge of safeguarding practice and procedures.

**Additional requirements**

1. An enhanced criminal records check is required for this role
2. Available to deal with emergency issues that arise outside normal office hours and make sound decisions.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.