

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: **Transport Compliance & Payments Coordinator**
- Post Number: **P28103**
- Grade and SCP: **Grade 10, SCP 26**
- Directorate: **Infrastructure**

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Public Transport Team within the Passenger Transport Group, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The Passenger Transport Group provides a wide range of passenger transport services for Schools, Colleges, social care and public transport passengers. The service is committed to delivering safe, reliable and cost-effective transport solutions, ensuring value for money whilst maintaining high standards of service delivery through effective contract management and partnership working with transport operators.



Overview of your role

The postholder will provide a centralised contracts compliance, financial assurance and operator performance function across Passenger Transport. The role will oversee the management of invoice payments, act as an audit and assurance function to ensure value for money and monitor the performance of transport operators across school and public transport contracts. The postholder will identify systemic issues, coordinate responses to operator underperformance, and lead engagement with operators to ensure contractual and service standards are met.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to Transport & Data Funding Manager who is in turn responsible for your health and safety, training and development.
- responsible and accountable for the Transport Payments Team (estimated 2–4 FTE) members of staff, acting in a supervisory/managerial capacity, monitoring performance, supporting development and undertaking annual appraisals.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes.
- responsible for preparing responses in line with Shropshire Council's corporate processes where required, particularly relating to escalated contractual or operator performance matters (excluding individual complaint handling)
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- Monitor and assess the performance of all contracted transport operators across public and school transport.
- Identify trends and recurring issues through analysis of complaints, incidents, and operational data (without managing individual complaints).
- Maintain an operator performance framework including KPIs, compliance breaches, and escalation thresholds.
- Issue formal warnings, improvement notices, and escalation actions to operators where contractual standards are not met.
- Chair contract performance meetings with operators, setting out expectations and monitoring improvement plans.
- Oversee the invoice payments function across Passenger Transport.



- Act as a second-line audit and assurance function on payments processed by the Transport Payments Team.
- Undertake sample checks and detailed audits of invoices to ensure compliance with contract rates, days operated, and agreed terms.
- Identify, challenge, and resolve instances of overpayment or incorrect claims from operators.
- Work closely with the Transport & Data Funding Manager to ensure robust financial control and value for money across contracted services.
- Line manage and support the Transport Payments Team.
- Ensure timely and accurate processing of invoices in accordance with Council financial regulations.
- Improve processes, controls and standard operating procedures relating to payments and financial administration.
- Act as the central coordination point for operator intelligence across teams.
- Collate and analyse data from multiple service areas to provide a holistic view of operator performance.
- Provide regular performance and risk reports to senior management.
- Support procurement and re-tendering processes by providing performance insight on existing operators.
- Identify opportunities for efficiency savings and improved contract management.
- Develop and implement consistent compliance and monitoring frameworks across all transport services.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.



- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

Your primary work base will be at Longden Road Depot, Shrewsbury with the requirement to regularly work from home.

Your post is subject to the following:

- The post is Fixed Term (3 years / 38 months), for 37 hours per week,
- Normal office hours are 8am to 5pm, Monday - Friday with a minimum lunch break of 30 minutes. Occasional evening work may be required,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rata for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rata) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to two months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.



What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

