

**Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.**

Position Title	Transport Manager	Reference: April 2024
Function/Department	ELV Transport	Location: AIS (ELV)
Manager Title	ELV Campus Manager	
Position Type	Full-time	
Position Status	Permanent	

### Position Objective

- Management of appointed bus transport provider(s)
- Uphold customer satisfaction in feedback management, jointly with vendors, by providing high level of customer service
- Management of bus tracking system
- Responsible for the overseeing efficient, safe, and quality operations of the ELV transport services
- Ensure vendors' compliance with regulatory and School requirements
- Key liaison between faculty, educational leadership and administration departments
- Assist with implementation and compliance of local legislation & practices of any corporate initiatives set to improve quality of transportation services (i.e. LTA policies, LTA requirements)

### Responsibilities

#### Primary Responsibilities

- Oversee and ensure smooth workflow processes in place are followed
- Conduct periodical review to ensure transport operations and service provider compliance aligning with scope of services and service level agreements in accordance with the Master Service Agreement
- Follow-up and witness organized regular training sessions for appointed bus sub-contractor(s)
- Conduct weekly meetings with appointed bus providers and school representatives
- Review of complaints according to SOPs and guidelines
- Conduct regular audit on bus register, bus route, bus cleanliness, performance and compliance (i.e. insurance, maintenance records, etc.)
- Conduct evaluation to ensure service providers' compliance
- Oversee deployment of traffic wardens, security officers during daily arrival and pick-up period
- Conduct investigations to determine causes of transportation lapses and incidents to improve service delivery and safety procedures
- Review of proposals from appointed transport provider to meet deliverables
- Manage new implementation initiatives and ensuring prompt delivery
- Establish Standard Operating Procedures
- Harmonize and implement corporate requirement to ensure prompt completion
- Monthly reporting of compliance documents as and when needed
- Provide support on any task that may be required by school management regarding transport operations
- Ensure effective communication of transport policies and procedures to operators and academic staff
- Carry out ad-hoc duties as and when assigned by immediate supervisor

#### Secondary responsibilities

- Project management (small scale) including drafting of RFQ, consolidate proposals, evaluation, coordinating and execution of projects from time-to-time.
- Handles all minor and moderate complexity office layout including conceptual brainstorming, planning, execution and hand-over

- Coordinate and support tender and research market trend exercises for the respective services

### Health & Safety Compliance

- Participate and support regular Health & Safety meetings with the service provider(s)
- Oversee safety procedures for safe transport operations
- Conduct investigations to determine causes of any ~~serious~~ incident or potential room for improvement to enhance safety procedures
- Ensure that the service provider conducts Risk Assessment review and updates as per the agreed cadence

### Safeguarding Compliance

- Ensure the Safeguarding procedure is embedded and followed through in respective services
- Support and, if necessary, conduct safeguarding training to service providers
- Support the establishment of safeguarding procedures in transport operations
- Oversee background checks completion of all bus crew by service providers
- Support and coordinate annual external audit exercise and continuous improvement

### Charter Service Request and School Outreach

- Coordinate and manage charter bus requests to ensure field trip bookings are on time and accurate
- Support the Campus Operations Management in periodic and ad-hoc assignments
- Support ELV Campus Management in transport administrative when required

**The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with who, s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all time. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third-party services.**

### Position Requirements

- Strong administrative skills in robust transport management system
- Good customer service skills
- Good interpersonal and communication skills
- PC literate including but not limited to MS Office Suite
- Self-motivator and self-starter
- Service oriented, innovative, highly adaptable and creative with troubleshooting
- Work effectively collaborating with a team
- Able to multitask and meet deadlines
- Exercise discretion, integrity, diligence and confidentiality at all times
- Adaptability to changes pertaining to operational needs

### Qualifications

- Diploma in Management, Hospitality & Tourism management, Logistic & Transport Management preferred but not required
- Preferably with relevant experience in an international or any school environment
- Similar experience in transport management preferred

### Contacts

- Campus Manager
- Internal Stakeholders (i.e. Managing Director, School Leaders, Staff)
- External Stakeholders (i.e. Parents, vendors)
- Transport Providers



## Job Description Form

### Working Conditions

- Country role, school environment located at Lorong Chuan
- Fast paced work environment
- May require to work additional hours based on operational needs at times
- Occasional evening and weekend work
- Annual leaves may be taken any time of the year with prior approval; however, highly encouraged to be taken during school holidays

### Terms of Employment

- Working Hours: 8:00 am – 5:00 pm, Monday to Friday
- May require to work on occasional weekends based on operational needs
- Annual Leave: 21 working days per annum
- Medical Benefits: Group medical insurance
- Sick Leave/Hospitalisation Leave: 60 days hospitalization leave including 14 days sick leave
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required