



Stamford American
INTERNATIONAL SCHOOL

Job Description Form

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	Manager (Transport & Café Operations)	Reference:
Function/Department	Facilities Operations Department	Location: SAIS
Manager Title	Facilities Director	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

- Responsible for the efficient, safe, and quality operations of the campus transportation and café services.
- Responsible for oversight of Transport and Café services as defined in the Service Partners Management Service Agreement and Vendor Performance Management.
- Ensure vendors compliance to regulatory and School requirements.
- Key liaison between Faculty/Educational Leadership/Administration departments with matters regards to transportation and cafe services.
- Assist with implementation at local level of any corporate initiatives set to improve transportation and cafe performance.
- Work on Continual Improvement process and Sustainability Initiatives

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom they are responsible, or with whom they come into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. 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, they must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third part services.

Operational

- Reports to Facilities Director to oversee and ensure workflow processes in place are followed and all aspects of transport services are delivered.
- Conduct periodical review to ensure Transport and Café Operations Service Provider compliance to the Scope of Services and Service Level Agreements in accordance with the Master Service Agreement.
- Conduct performance and compliance audit as per agreed frequency, conduct evaluation to ensure Service Providers comply to set Key Performance Indicators.
- Monitor operations to ensure that staff and vendors comply with administrative policies and procedures, safety rules and regulations as per the Management Service Agreement and Schedules.
- Work with Service Provider and Management to plan, coordinate and support health and safety, safeguarding programs, and activities.
- Conduct investigations to determine causes of transportation lapses and incidents to improve service delivery and safety procedures.
- Coordinate and support Services tender exercises, feasibility, and market trend exercises for the respective Services.
- Manage corporate governance and regulatory compliance.
- Support on any task as may be required by School management regarding transport and Café operations management.



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- Oversee the activities of Service Provider in relation to transportation operations including effective routing which meets customer needs in accordance with Management Service Agreement
- Oversee the effectiveness of private, third party and contract bus systems such as vehicle Information systems and CRM systems.
- Review all Capital Investment proposal and provide recommendations for café operations.
- Support School's corporate sustainability strategy and work with Service Partner Management Team to explore and achieve sustainability development goals for both transport and Café services.
- Ensure effective communication of transport and cafe policies and procedures to operators and academic staff.
- Submission of monthly Transport and Café Performance Report as per prescribed reporting format to Facilities Director.

Health & Safety Compliance

- Participate and supports regular Health & Safety Meeting with the service provider.
- Oversight of safety procedures in transport and cafe operation.
- Conduct investigations to determine causes of any Serious Incident or Near Miss and to improve safety procedures.
- Ensure that Service Provider conduct Risk Assessment review and updates as per agree Cadence.
- Support and coordinate Annual external audit exercise and Continual Improvement.

Safeguarding Compliance

- Ensure Safeguarding procedure is embedded and follow through in respective services.
- Support and if necessary conduct Safeguarding training to Service Providers.
- Support the establishment of Safeguarding procedures that ensure the safety of children being transported to and from school.
- Oversee background check process of all bus and café crew and completed by Service Providers

Charter Service Request and School Outreach

- Coordinate and manage charter bus request to ensure fieldtrip booking are on time and accurate.
- Support outreach program to students and Stamford community.
- Support the Campus Operations Management in periodic and ad-hoc tasking/assignment.
- Support Facilities Director in transport administrative when required.

Position Requirements

- Minimum 3 years or more experience in a Transport industry, preferably in School Transport Operation.
- Ability to work under pressure and use of initiative is essential.
- Highly motivated, organized, meticulous and quality of work.
- Must be thorough with excellent eye for detail in all areas (especially in ensuring data entry accuracy).
- Must be reliable and flexible, with ability to multitask and meet deadlines.
- Must have good communication skills in English, both spoken and written.
- Highly motivated with the ability to work independently and as part of a collaborative team effort.
- Proficient in IT skills with good MS Office knowledge.
- Must have a pleasant, outgoing personality, high standard of personal presentation and good work ethic.
- Able to prioritize and completes work within deadlines.
- Must at all times, exercise discretion and confidentiality.
- Flexible with regards to changing duties.

Qualifications

- Specialist Diploma/Diploma or equivalent in Operations, Supply Chain management and related discipline or work experience in lieu.



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- Experience in transportation management will be essential.
- Experience Food & beverages operations management will be added advantage.
- Possesses good problem-solving skills.
- Experienced in the use of MS Excel spreadsheets and databases, MS Word, Email, and Internet.
- Very good communication skills – oral and written (English).
- Good interpersonal skills (particularly with internal stakeholders).

Contacts

- Direct reporting to the Facilities Director.
- Internal Stakeholders, namely Staff and Students.
- External Stakeholders, namely Parents and Vendors.

Working Conditions

- Duties performed within a school environment.
- Extended working hours to complete some projects may be required.
- Occasional evening and weekend work.

Terms of Employment

- Working Hours 8:00 am – 5:00 pm, Monday to Friday.
- Annual Leave 21 working days.
- Medical Benefits: Local medical insurance provided the applicant is not currently covered.
- Sick Leave/Hosp: 14 days sick leave and 60 days hospitalization leave.
- Probation Period: 3 months from date of commencement.
- Referee request: Required.
- Background Check: Required.