Job Description

Driver Supervisor

Job Title:	Driver Supervisor
Location:	Rettendon, Essex
Employment type:	Permanent
Contract type:	Hourly / Full time
Weekly Hours:	40
Line Manager:	Operations Manager
Closing Date:	-
Salary / Wages:	£2 per hour above your current rate £2 per hour uplift throughout
Legal Entity of Employer:	Central Connect Transport Limited

Job Purpose

We are seeking Driver Supervisors to join Transport Made Simple at various depot locations across our business. You will take primary responsibility for all operational management during your shifts, ensuring full service delivery through effective oversight of drivers, vehicles and depot activities. This is an excellent opportunity to progress your career within our organisation, whether you are an internal applicant looking to develop your skills or an external candidate bringing relevant supervisory experience.

About Us

The Transport Made Simple Group is a technology-enabled transport solution provider. We operate one of the largest independently owned fleets of buses and coaches in the UK, and our mission is to deliver reliable, sustainable public transport, which meets the needs of the communities we serve. We do this by being a great place to work, whilst also being customer centric, cost disciplined and revenue driven. Everything we do is underpinned by our four values of Growth, Excellence, Integrity and Efficiency, which guide our day-to-day operations and longer-term decision-making.

We're a team of 800 colleagues, with a fleet of 400 buses, coaches and minibuses, and we operate from a strategic network of depots across East Anglia, the Midlands and Greater London.

Our Central Connect local bus network has an annual ridership of more than 10 million passengers, delivered in partnership with sixteen Local Transport Authorities. Alongside running local bus services, we provide home-to-school, rail replacement and Demand Responsive Transport services, operate

corporate and event shuttle buses and run our own programme of holidays and day trips. We also hire out our buses and coaches to a range of clients, from schools, colleges and local businesses to major names in the travel and tourism industry, such as Leger Holidays, Flixbus and PGL.

Our solutions go beyond moving people - we also support commercial fleet operators across East Anglia with reactive and pre-planned maintenance solutions from our accredited workshops, offering heavy and light vehicle MOTs, bodywork repairs and resprays, heavy recovery and breakdown response, including 24/7/365 roadside tyre assistance provided by sister company Lion Tyres Essex. We also deliver facilities management services on behalf of Norfolk County Council, undertake sundry tasks such as maintaining bus stops on behalf of a range of local authorities, and operate two cafes and travel information hubs in Norwich and Colchester under the Cafe Connect brand.

Main Duties of the Role

- Take primary responsibility for all depot operations during your shift to ensure continuous service coverage and full daily runout of drivers and vehicles
- Oversee driver compliance with vehicle walk-round checks, defect reporting and accident procedures, conducting initial investigations into incidents or complaints as required
- Address shortfalls in driver or vehicle availability that could impact service delivery, including direct driving when necessary to prevent lost journeys or mileage
- Manage daily driver duty and rota allocation in compliance with drivers' hours regulations, with forward planning to maintain service standards
- Minimise and communicate the impact of any incidents or service disruptions to appropriate team members, taking prompt action to resolve operational issues
- Liaise effectively with engineering and maintenance teams to maximise vehicle availability and support full service delivery
- Ensure service buses are continuously stocked with relevant timetable leaflets, promotion materials and passenger information
- Promote a safety-led culture across the depot, report and action any safety issues or breaches in a timely manner, and maintain a tidy and clean work environment
- Support driver training and development, including route training and familiarisation, whilst leading and motivating driving colleagues to excel in their roles

Why Join Us?

- Career progression opportunity with a clear supervisory role, offering development of leadership and operational management skills
- If you are an existing driver with Transport Made Simple, receive a £2 per hour premium above your current rate
- Work across multiple depot locations, giving you exposure to different parts of our business and operational environments
- Be part of a team focused on safety culture and service excellence, with opportunities to mentor and develop your driving colleagues

- Free travel across the Central Connect bus network and other participating local bus operators
- Discounted day trips, holidays, coach hire and garage services / MOTs
- Free on-site parking
- Free tea and coffee
- Free uniform

Person Specification

- Current or recent experience as a bus or coach driver, or equivalent supervisory/operational experience in transport or a similar field
- Strong knowledge of drivers' hours regulations and transport compliance requirements
- Proven ability to manage multiple priorities, make sound decisions under pressure and resolve operational issues effectively
- Excellent communication skills with the ability to lead, motivate and work collaboratively with drivers and depot colleagues
- Demonstrated commitment to health, safety and compliance, with the ability to promote a safety-led culture
- Reliability, punctuality and the ability to take responsibility for depot operations during your shift
- Polite, professional and genuinely customer focused
- Calm and logical under pressure, with strong attention to detail
- Confident using Microsoft Office and Google Workspace
- Comfortable working with digital systems and online platforms
- Able to communicate clearly in writing and by telephone
- Organised and capable of managing both reactive and planned work

Desirable but not essential

- Previous supervisory or team leader experience in transport, logistics or a similar operational environment
- Experience of rota management, driver duty allocation or workforce planning
- Familiarity with transport management systems or depot scheduling software
- Qualification in transport operations, health and safety, or driver training

Important Legal Information

Transport Made Simple is an equal opportunities employer. We are committed to creating a diverse and inclusive workplace where everyone is treated with dignity and respect. We welcome applications from all suitably qualified individuals regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Selection for employment will be based on merit, skills and experience.

In accordance with the Equality Act 2010, reasonable adjustments will be made for candidates with disabilities during the recruitment process and, where applicable, throughout employment. Please let us know if you require any adjustments at any stage.

All offers of employment are subject to satisfactory pre-employment checks. These may include verification of identity, right to work in the United Kingdom, employment references and, where appropriate to the role, Disclosure and Barring Service checks.

Transport Made Simple processes personal data in line with UK data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018. Information provided during the recruitment process will be used solely for recruitment purposes and handled in accordance with our Privacy Notice.

We reserve the right to close this vacancy early should sufficient applications be received.
The legal entity of the employer in respect of this role is Central Connect Transport Limited.