

Job Description

Job Title	SEND Assisted Travel Support Officer
Grade	Band F
Reporting To	Transport Manager
JD Ref	PC0144G

Purpose

To support the Transport Manager & Transport Coordinators with the daily delivery of the SEND Assisted Travel home to school/college/day centre transport service as part of a wide-ranging administration role.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Responsible for organising respite transport to Council run centres and registered respite carers addresses for children and adults.
- To identify pupil escort/driver/attendant training needs and provide the transport coordinators with timely updates from which training courses will be arranged.
- Responsible for checking and managing the CYPD email inboxes.
- Responsible for organising decision letters to applicants and follow-up appeals.

Data Analysis and Decision-Making:

- Responsible for arranging bank staff to provide absence cover for permanent roles.
- To assist with vehicle, cover when supplier's breakdown.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Responsible for checking DBS evidence for pupil escorts/driver/attendants and to input application details into Council's contracted provider - DBS Assist.
- To assist with vehicle/driver spot check at schools/colleges/day centres.
- Responsible for gathering, inputting and maintaining up to date records of transport supplier operating documents such as licenses, DBS, and insurance.

- Responsible for updating the weekly pupil escort/attendant/driver sickness records on to Self-Serve.
- Responsible for updating the Master List with new transport applications.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- 4 GCSE grades A-C/BTEC Business and Admin/NVQ level 2 or equivalent qualifications or experience

Desirable

- Ability to drive.

Knowledge & Skills

- Knowledge of Council Transport Policies.
- Knowledge of borough geography and road networks.
- Knowledge of data protection and GDPR legislation.
- Knowledge of Microsoft Office programs including Word, Excel and Teams.
- Excellent organisation skills.
- Ability to work well under pressure to meet deadlines.
- Ability to adapt to change quickly.
- Excellent communication skills.
- Empathy and understanding of the needs and challenges faced by SEND service users and their families.

Desirable

- Ability to cope well under pressure.
- Ability to multi-task.
- Resilience and see tasks through to completion.

Experience

Desirable

- Previous experience delivering a transport service, working in a busy office, working under pressure.



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Additional Information

To assist with off-site vehicle inspections in various parts of the borough to include schools and day centres.

To work within the widest parameters of the flexi service 7.00 - 7.00 but typically a 7.30 to 7.45 start and on occasion outside the normal band width.

Confident with and ability to embrace new technology.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Health & Safety Considerations:

- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Driving duties
- Working with children
- Exposure to persons with challenging or aggressive behaviour

Approved By: Paul Morrison

Date Of Approval: 23.07.2024



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