

# Job Description

## Position Details

<b>Position:</b>	Education Transformation Support Officer (Access to Education)
<b>Directorate:</b>	Children, Young People and Families
<b>Service:</b>	Education Business and Resources
<b>Position no:</b>	TBC
<b>Grade:</b>	4 subject to JE
<b>Hours of work:</b>	37 per week
<b>Work style:</b>	Agile Worker
<b>DBS required:</b>	Enhanced Disclosure
<b>Contact:</b>	Education Transformation Lead – Operations
<b>Date:</b>	January 2026

**Politically Restricted?**    ☐ Yes\*    ☒ No

\* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

## About the Position

Reporting to: Education Transformation Officer

Responsible for: To support the Education Transformation Officer in delivering an effective Admissions & Home to School Transport function for the Council.

## Principal Accountabilities

1. To support the Education Transformation Officer in ensuring that all admissions and home to school transport applications received are processed in an efficient and timely manner and in accordance with the statutory policies.
2. To make effective contributions to the data required by the Local Authority in support of School Admissions and Home to School and Post 16 Transport application Appeals, including the collating of all information.
3. Liaising with Contractors in relation to the delivery of Home to School transport
4. To support the Education Transformation Officer in the development of policies in relation to School Admissions & Home to School and Post 16 Transport and make recommendations for changes where required.
5. To assist in coordinating and dealing with day-to-day queries in relation to the River Centre Learning Community Home to School Transport provision.

6. Liaising with the schools and families regarding transport provision and in relation to queries in processing applications.
7. Processing of home to school and post 16 transport applications via the CAPITA transport software package
8. To support the Education Transformation Officer in respect of investigating parental complaints relating to Home to School Transport contract
9. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
10. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti- discriminatory practice.
11. To undertake any other duties commensurate with the grade as required by the Education Transformation Officer
12. To assist the Education Transformation Officer with the checking and processing of invoices and payments

#### **General Accountabilities**

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

# Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
<b>Qualifications</b>		
5 GCSE's including Mathematics & English	E	A
Relevant qualification i.e Business Administration NVQ L3	E	A
<b>Experience</b>		
Experience of working in liaison with other stakeholders e.g. Governing Bodies, Head teachers	E	I;P
Proven experience of working in public service administration	E	A;I
Proven experience of working in a front-facing customer service role, including dealing with difficult customer service issues	E	A;I
Experience of working to tight deadlines	E	A;I;P
<b>Knowledge / Skills</b>		
High standard in terms of verbal and written communication skills	E	I;P
Excellent IT skills, including use of spreadsheets, word processing packages and databases	E	A;P
Numerate with good analytical skills	E	A;P
Excellent organisational skills	E	P
Ability to prioritize workload and identify problems that may require action by others	D	P
Ability to contribute to effective team working in order to achieve target's and objectives	D	I;P
<b>Personal Attributes</b>		
Understand and respect the principles of confidentiality	E	I;P
Able to work in a pressurised environment	E	A
Ability to act on own initiative	E	A;P
Ability to work accurately with attention to details	D	P
Commitment to personal development	D	P
A willingness to work outside normal office hours when necessary	E	A
Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Blaenau Gwent County Borough Council	E	A;P
<b>Special Working Conditions / Requirements</b>		
Possession of a full driving license and access to a vehicle for work purposes	E	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

### Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Managing the Team	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Sets an example to the team by own approach and attitude	P
Gets the best out of people by developing the skills, experience, and ambition of self and team	P
Ensures equality & diversity issues are integral to service delivery	P
Recognises when it is necessary to take a firm but appropriate line	P
Supports & encourages good work-life balance in the team	P

Competencies – Delivering a Continually Improving Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Ensures the team understand how they contribute to achieving operational objectives	P
Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance	P
Challenges poor performance appropriately	P
Is positive about improving the service and identifies potential benefits for the citizen	P
Consults team and others, inside and outside the organisation, for improvement ideas	P

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Uses appropriate and precise methods of communication	P
Communicates positively and respectfully	P
Checks others' understanding	P
Clearly explains and justifies decisions made elsewhere	P
Encourages team members to think about and suggest improvements	P

Competencies – Making Informed Decisions	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Considers implications of proposed decisions	P
Ensures decisions link to continually improving performance	P
Uses problem solving as a method of improving the service	P
Seeks clarification or challenges appropriately	P
Explains decisions appropriately	P

Competencies – Working Together	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands the benefits of working together	P
Promotes and contributes to partnerships to continually improve services for the citizen	P
Networks effectively internally and externally	P

Competencies – Putting the Citizen First	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of the citizen's input to improving the service	P
Ensures team is focused on serving the citizen as the first priority	P
Seeks feedback from the citizen on the quality and appropriateness of service delivery	P
Is positive about the organisation and the community it serves	P

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