Job Description

Position Details

Position:	Pupil & Student Services Officer
Directorate:	Children, Young People & Families
Service:	Resources and Planning
Position no:	BG01503
Grade:	8
Hours of work:	37 hours per week
Work style:	Agile Worker
DBS required:	Enhanced
Contact:	Team Lead - Operations
Date:	November 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: Team Lead – Operations

To manage the day-to-day operational delivery and continuous improvement of the Council's Home to School and Post-16 Transport function, ensuring safe, effective, efficient and compliant transport arrangements for eligible learners.

Job Purpose

1. To manage the day-to-day operational delivery and continuous improvement of the Council's Home to School and Post-16 Transport function, ensuring safe, effective, efficient and compliant transport arrangements for eligible learners.
2. To provide operational leadership for Home to School and Post-16 Transport, including eligibility, route planning, contract and provider management, budget monitoring, risk management, policy implementation, performance management and statutory compliance.
3. To act as the service's specialist operational adviser for learner transport, interpreting legislation, statutory guidance and Council policy and providing detailed advice to schools, parents and carers, transport operators, officers and partner organisations, escalating high-risk or politically sensitive matters to the Team Lead - Operations.

Principal Accountabilities

Service Responsibilities:

1. Oversee the planning, coordination and implementation of Home to School and Post-16 Transport arrangements, recommending appropriate routes, collection points, vehicle types, passenger assistance and individual arrangements where required, taking account of policy, assessed need, safety, geography and available resources.

2. Manage the day-to-day delivery of transport administration, operational monitoring, contract management, customer service and associated operational activities.
3. Resolve urgent and complex operational problems and coordinate contingency arrangements arising from provider failure, vehicle breakdown, unsuitable vehicles, route disruption, severe weather, safeguarding concerns and short-notice changes to learner needs, securing suitable alternative provision where required.
4. Review and develop operational procedures, routes, contractual arrangements and working practices to improve safety, efficiency, service quality and value for money, ensuring resources are deployed effectively and statutory and operational deadlines are met.
5. Support the Team Lead - Operations in reviewing and developing Home to School and Post-16 Transport policy, recommending changes in response to legislative, policy and service developments and leading the implementation and operational review of approved policies, procedures and guidance.
6. Maintain detailed knowledge of relevant learner travel legislation, Welsh Government guidance and associated safeguarding, equality, additional learning needs, data protection, procurement and health and safety requirements, interpreting and applying these to individual circumstances and complex cases requiring professional judgement.
7. Exercise professional judgement and make day-to-day decisions, providing detailed advice and recommendations on complex or contentious cases and recognising the potential impact of decisions on learners, families, providers, Council finances, legal compliance, service continuity and organisational reputation.
8. Build and maintain effective relationships with transport providers, service users, schools and other stakeholders.
9. Monitor provider compliance with contractual, licensing, insurance, DBS, safeguarding and service requirements.
10. Provide detailed specialist advice and engage professionally with parents and carers, schools, transport providers, elected members, senior officers, professionals and partner organisations.
11. Prepare clear and accessible guidance and communications for parents and carers, learners, schools, providers and professionals.
12. Chair or contribute to meetings, interviews, contract reviews and multi-agency discussions, ensuring decisions and communications are evidence-based, appropriately recorded and capable of withstanding challenge or review.
13. Oversee transport appeals, complaints, reviews and complex enquiries, including investigating evidence, interviewing relevant parties, preparing reports and formal responses, presenting the Council's position at appeal hearings where required and using learning from complaints, appeals and incidents to improve service delivery.
14. Promote the safety, dignity and wellbeing of learners using Council-arranged transport, overseeing appropriate risk assessments for individual learners, routes, vehicles and collection points, including arrangements for learners with medical, mobility, behavioural or additional learning needs.
15. Investigate accidents, incidents and safeguarding concerns, ensuring appropriate recording, escalation and action.
16. Manage the implementation of agreed operational changes to Home to School and Post-16 Transport, monitoring risks and progress and providing appropriate assurance and information to the Team Lead - Operations.
17. Develop and monitor performance indicators, service standards and management information, analysing operational, financial and performance data to identify trends, risks and improvement opportunities and preparing reports, briefings, forecasts and recommendations for the Team Lead - Operations and other appropriate decision-making processes.

Responsibilities for Resources

1. Lead the implementation and ongoing development of the MRI Home to School Transport package, ensuring its effective integration into the operational delivery of the service.

2. Ensure transport management and associated data systems are accurate, secure and appropriately maintained and that information relating to learners, routes, contracts, providers, invoices and performance is managed in accordance with data protection, information governance, records management and confidentiality requirements.
3. Undertake formal negotiations with transport providers and support procurement, tender evaluation, commissioning, contract award, variation, renewal and termination processes to secure safe, suitable and value-for-money transport arrangements.
4. Manage operational expenditure, commitments, forecasts, invoices and financial controls within delegated authority, reviewing routes, contracts and service arrangements to identify efficiencies and savings while balancing learner needs, journey times, health and safety, statutory responsibilities and available resources.
5. Plan and reprioritise work in response to urgent operational incidents, unpredictable interruptions, competing demands and statutory, procurement, financial and reporting deadlines.

Key Working Relationships

Head of Education Resources and Planning.
Chief Education Officer and wider Education Senior Leadership Team.
School Headteachers, Governing Bodies and School Business Managers.
Welsh Government officials and funding representatives.
Council departments including H.R Procurement, Finance and Legal Services.
Regional partners including All Wales Transport forum
Parents and carers.
Elected Members, Cabinet Members and Scrutiny Committees.
Contractors.

Supervision / Management of People

1. Provide direct line management to the Home to School/College Transport Monitoring Officer and any other designated transport staff, including allocating and prioritising work, providing supervision and support, monitoring performance and undertaking one-to-one meetings, appraisals, attendance management and development planning in accordance with Council procedures.
2. Lead, support and develop staff to ensure operational priorities, service standards and agreed timescales are achieved and to promote effective, customer-focused service delivery.
3. Support and, where formally delegated, deputise for the Team Lead - Operations on Home to School and Post-16 Transport operational matters.

Special Working Conditions

1. Work effectively within an agile and office-based environment, with travel throughout the County Borough and beyond as required to support delivery of the service.
2. Undertake operational monitoring visits to schools, collection points, bus stops and transport services where required in the absence of the Home to School/College Transport Monitoring Officer.
3. Undertake occasional outdoor working associated with transport monitoring, operational issues, incidents and service delivery.

4. Deal professionally with sensitive, contentious and potentially challenging situations involving parents and carers, transport providers, learners and other stakeholders, applying appropriate Council safety and risk-management procedures.
5. Work outside normal office hours where required to respond to operational requirements, emergencies, meetings or significant service disruption.
6. Undertake sustained use of ICT and transport management systems as required for effective service delivery.

General Accountabilities

1. Lead change and support the delivery of excellent customer service and professional service management, promoting a culture of continuous improvement.
2. Ensure compliance with the Authority's policies and all relevant statutory, legal, equality, health and safety requirements.
3. Maintain effective governance, audit and assurance arrangements to support safe, lawful and well-managed service delivery.
4. Adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice
5. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.
6. 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
Qualifications		
Educated to degree level or with a qualification in Business Management and Leadership	E	A
Experience		
Recent experience of working in Local Government and/or Education Services administration	E	A & I
Experience of working with senior colleagues and / or Headteachers in a politically sensitive environment	E	A & I
Experience of working in a front-facing customer service role, including dealing with difficult customer service issues and dealing with complex complaints	E	A & I
Experience of managing staff and service performance	E	A & I
Experience of contract management, procurement and monitoring	E	A & I
Experience of participating in consultation exercises	D	A & I
Experience of working in liaison with other stakeholders e.g. Welsh Government/Governing Bodies	D	A & I
Knowledge / Skills		
Experience of Home to School Transport or learner travel services.	D	A & I
Detailed knowledge of Home to School and Post-16 Transport legislation, including the Learner Travel (Wales) Measure 2008, relevant Welsh Government guidance and associated policy requirements, or the ability to acquire this knowledge rapidly.	D	A & I
Excellent written, verbal and interpersonal communication skills, with the ability to communicate professionally and sensitively with a wide range of customers and stakeholders.	E	A & I
Excellent ICT skills, including the use of spreadsheets, word-processing packages and databases, with the ability to use and develop the MRI Home to School Transport system.	E	A & I
Experience of resolving complex operational problems and implementing service changes.	D	A & I
Ability to work on own initiative, exercise sound judgement and identify issues requiring escalation or action by others	E	A & I
Strong analytical and organisational skills, with the ability to interpret information accurately and organise work effectively	E	A & I
Ability to contribute effectively to team working to achieve agreed targets, objectives and service priorities.	D	A & I
Possession of excellent interpersonal skills	E	A & I
Ability to work accurately and consistently, demonstrating a high level of attention to detail.	E	A & I
Commitment to continuing professional development and maintaining up-to-date knowledge relevant to the role.	D	A & I

Willingness and ability to undertake operational monitoring visits, including occasional outdoor work at schools, bus stops and collection points, when required in the absence of the Transport Monitoring Officer.	D	A & I
Personal Attributes		
Excellent verbal communication, negotiation and presentation skills	E	A&I
Able to remain calm, organised and effective when managing competing demands or urgent situations	E	A&I
Special Working Conditions / Requirements		
Full driving licence and access to a vehicle for work purposes.	E	A
To work outside normal office hours as required.	E	A
Ability to participate in the Council's response to emergencies, major incidents and operational disruption when required	D	A

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 – Leading People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Sets the standard of leadership for the service	PP
Provides clear direction and goals for the service	PP
Takes direct responsibility and is accountable for actions	PP
Ensures the principles of equality and diversity are embedded in the service	PP
Recognises and celebrates others' contributions & achievements	PP
Challenges inappropriate behaviour	PP

Competencies – Delivering the Vision	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Translates the vision into operational objectives	PP
Develops long term objectives and strategies for own service area to achieve the vision	PP
Proactively promotes the vision to others	PP
Ensures others understand how their role contributes to achieving the vision	PP

Competencies – Setting Facilitating High Performance Results	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is committed to continually improving performance of self and others	PP
Sets ambitious performance targets and priorities for self and others	PP
Gives regular, constructive feedback on team/individual performance	PP
Motivates others to achieve and improve performance	PP
Recognises and celebrates success	PP
Challenges poor performance appropriately	PP
Seeks learning opportunities from results	PP

Competencies – Maximising Potential	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Encourages and develops personal accountability in others	PP
Encourages others to think for themselves	PP
Promotes risk-taking and supports appropriately	PP
Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services	PP
Promotes development in self and others	PP
Supports and trains others in own areas of expertise	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Promotes a culture of open communication	PP
Communicates effectively, using a variety of styles, with a broad range of people	PP
Creates and develops networking opportunities to influence	PP
Actively listens and respects others' points of view	PP
Checks own and others' understanding	PP

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	PP
Ensures decisions link to continually improving performance	PP
Understands problem solving is part of the improvement process	PP
Has the confidence to make ambitious, difficult, or unpopular decisions	PP
Is able to justify and explain decisions	PP

Competencies – Working Together	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands partnerships in the context of the "big picture"	PP
Promotes and contributes to multi-agency partnerships to continually improve services for the citizen	PP
Networks effectively internally and externally	PP
Identifies the expertise of others	PP
Proactively shares knowledge and information	PP
Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service	PP

Competencies – Promoting a Citizen Centred Culture	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of contributions from the community to setting and achieving continually improving services	PP
Promotes and develops a continually improving citizen-focused culture within the service	PP
Contributes to initiatives enabling regular consultation and feedback from citizens on the quality and appropriateness of service delivery.	PP
Engages with the community appropriately and respectfully	PP
Is an ambassador for the organisation and the community it serves	PP
Competencies – Working With Councillors	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Establishes and continually improves positive and appropriate interaction with all Councillors	PP
Provides timely, constructive, high quality professional advice to assist the political decision making process	PP
Abides positively with the protocols relevant to the political relationship	PP
Is confident to refer enquiries to others when appropriate	PP

Competencies – Pushing the Boundaries	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Regularly and constructively challenges the status quo	PP
Is positive about change and identifies potential benefits to the citizen	PP
Taps into the innovative and creative potential of others	PP
Considers different methods/approaches	PP
Encourages others to suggest new ideas	PP
Supports and develops others' ideas	PP
Looks creatively inside and outside the organisation for new ideas and actively shares good practice	PP

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