

<b>Job Title:</b> Childrens Services Travel Assistant	<b>Role Profile Number:</b> OPH132
<b>Grade:</b> K <b>Salary:</b>	<b>Date Prepared:</b> May 2022
<b>Directorate/Group:</b> Children Services	<b>Reporting to:</b> Childrens Services Travel Co-ordinators
<b>Structure Chart attached:</b>	Yes

### Job Purpose

- To assist with the planning & co-ordination of all Childrens' Services Travel contracts, to include the tendering & procurement of services
- To assist with financial monitoring functions for all aspects of Children's Services
- To assist with the day to day operation of the Council's Passenger Travel Vehicle Fleet & Drivers
- To operate the Travel Front Door system to include recording, monitoring of all initial enquiries into the service.

### Key Accountabilities

#### Contract Management

- Assisting with the Investigation and rectifying of daily operational problems occurring with Education and Social Care Travel within the office and by site visits including at school times morning and afternoon. This will involve dealing with parents and schools and being able to resolve issues promptly and fairly

#### Complaints and Compliments

- To record complaints and compliments on the Council's recording system
- To support the Travel Team Leaders in gathering of information, evidence and supporting document for any Travel appeals that are received

#### Quality Assurance

- Maintenance of computer databases of Passenger Assistants and finance records ensuring that all records are up to date at all times

### Data Management

- To ensure that the operation of the Front Door Function is staffed on a daily basis and that all contacts are recorded accurately
- To support the Travel Co-ordinator in providing management data that will further support the functions/capacity within the team

### Financial Monitoring

- Process Passenger Assistants timesheets and assist with processing contractors invoices for payment

### Operation of Home to School and Social Care Travel

- Assist with the allocation of Passenger Assistants to routes/journeys and Relief Passenger Assistants to cover sickness absence, unpaid leave and emergency situations
- Manage the application and assessment process for all modes of travel ensuring that there is evidence to support the entitlement approval
- In times of severe weather or other critical incidents assist the Travel Co-ordinators and team leaders to co-ordinate the actions of operators brief head teachers or their representatives accordingly to ensure that students get to school where possible in a safe manner

### Supplementary Accountabilities

- To be available for office cover to ensure the office is staffed between 07.00 and 17.00 to respond to passenger Travel enquiries and operational issues.
- To be available to attend and support all team meetings
- To act as a Passenger Travel Assistant as and when requested to do so to supply emergency cover
- Undertake any duties as may be required from time to time, appropriate to the grading of the post
- Provide cover for the Travel Co-ordinator when absent.

### Knowledge & Experience

- Relevant compensatory experience in managing or supervising a large team of people.
- Relevant Training experience and skills
- Experience of working in passenger Travel
- Excellent administration skills
- Knowledge and understanding of special educational needs and disability of individuals
- Health and safety awareness
- Good written and verbal communication skills
- Proven Performance management skills including managing staff via disciplinary processes
- Proven Decision-making skills

- Ability to remain calm under pressure
- Proven Problem solving skills
- Competent in the use of Microsoft Office
- Ability to travel around the Borough is required
- Full Drivers Licence
- An enhanced DBS is required for this position.

**Decision Making**

Day-to-day decisions – to other officers, escort staff, schools, day centres, administrative staff, parents/guardians, clients and contractors.

**Creativity and Innovation**

Excellent administrator.

Keeping up to date with relevant legislation and best practice

Able to utilise limited resources to maximum effect.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Typical tasks supervised/allocated to others</b> Holidays will taken in line with service requirements, and you should be available for work throughout August and early-mid September</p>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes/No</p> <p>.</p>
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Written Communication – reports, letters, minutes, e-mails
- Verbal Communication - telephone, meeting – private and public, delivery of core/team briefings, appraisals, delivering training and presentations

People communicated with:

- Officers of this and other councils, headteachers, teachers, day centre managers, administrative staff, escort staff, parents/guardians, clients, social workers, contractors, police and professional associations.

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	