



Role Profile

Title:	Children Services Travel Assistant		
Career Family:	Facilitating the Council	Date:	January 2024
Career Family Level:	3	Reference:	SBC_11603
Reports to (Job Title):	Children's Services Transport Coordinator		

Purpose:

1. To assist with the planning & co-ordination of all Childrens' Services transport contracts, to include the tendering & procurement of services
2. To assist with financial monitoring functions for all aspects of Children's Services
3. To assist with the day to day operation of the Council's Passenger Transport Vehicle Fleet & Drivers

Accountabilities:

Contract Management

1. Assisting with the Investigation and rectifying of daily operational problems occurring with Education and Social Care Transport 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

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

Quality Assurance

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

Data Management

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

Financial Monitoring

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

Operation of Home to School and Social Care Transport

1. Assist with the allocation of Passenger Assistants to routes/journeys and Relief Passenger Assistants to cover sickness absence, unpaid leave and emergency situations
2. Manage the application and assessment process for all modes of travel ensuring that there is evidence to support the entitlement approval
3. In times of severe weather or other critical incidents assist the Transport 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 0745 and 1700 to respond to passenger transport enquiries and operational issues.

To be available to attend and support all team meetings

Undertake any duties as may be required from time to time, appropriate to the grading of the post

Provide cover for the Transport Co-ordinator when absent.

Context and Dimensions:

Financial responsibilities:

This role has no direct budget accountability.

Management responsibilities:

This role has no management/supervisory responsibilities.

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
1. Full Driving License	E
2. Requires a good working knowledge of relevant procedures and working practices and a good standard of numeracy and literacy	E
3. Enhanced DBS is required	E
Knowledge and Experience:	
4. Relevant compensatory experience in managing or supervising a large team of people.	E
5. Experience of working in passenger transport	D
6. Knowledge and understanding of special educational needs and disability of individuals.	E
7. Health and safety awareness.	E

Aptitudes, Skills and Competencies:	
<p>8. Ability to use simple processes or IT systems and standard software packages. Proven Decision-making skills.</p> <p>9. Ability to remain calm under pressure.</p> <p>10. Proven problem-solving skills.</p> <p>11. Good communication skills and the ability to deal with others to exchange information and provide good customer service.</p> <p>12. Able to follow instructions without very close supervision.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Special Conditions of Recruitment:	
An enhanced DBS is required for this position.	E