

Job Description

Job Title: Transport Eligibility Officer

POSCODE: CCC1464

Grade: 6

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To support the Policy and Strategy Manager in ensuring the County Council meets its statutory duties in respect of home to school transport Policy and eligibility for children and young people, for mainstream and SEN and Post 16.

Additionally the post holder will support the Policy and Strategy Manager and other members of the Eligibility Team, with the management of the Council's 2 stage appeals process and the discretionary transport process.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Applications For Travel Assistance Responsible for determining eligibility for travel assistance by processing applications for assistance in accordance with legislation, government guidance and County Council policy which will include: <ul style="list-style-type: none"> • applying post-16 eligibility criteria to applications in order to establish the applicant's entitlement to transport support and to make an initial decision in respect to each application • informing parents/students of the outcome of their application and explaining, where assistance is not granted, the reasons why the application has not been successful • applying extended transport rights eligibility criteria to applications using authorised mapping systems to check and verify distances used when applying eligibility criteria; • extracting information from the Capita One modules as part of information gathering; • liaising with CCC colleagues and external partners and bodies to gather additional information as required and to make initial decision in respect of each application; • acting as point of contact for parents, students, schools advisors and other CCC Officers in respect to all aspects of mainstream education transport provision.
2.	Applications for Discretionary Travel Assistance Support the Policy and Strategy manager with the consideration of requests for assistance beyond the Council's statutory duties including those made on the basis of a medical

	<p>condition, disability or special education need and those made on the basis of exceptional circumstances.</p> <ul style="list-style-type: none"> • Coordinate applications / requests for assistance • Liaise with families, schools and other internal and external partner agencies to obtain the information required for the consideration of the request. • Communicate the outcome of the application with families and other relevant parties. • Manage queries and Communication relating to discretionary requests.
3.	<p>Transport Appeals</p> <p>Where transport decisions have been challenged, contribute to the preparation of the cases to be heard by Service Appeals Committee panels in accordance with CCC procedures, including:</p> <ul style="list-style-type: none"> • preparation of the Local Authority's case statements • preparing maps, using digital mapping system • corresponding with schools in respect of appeals concerning bullying, costs, routes etc....
4.	<p>Management Information</p> <p>Work alongside the Transport Eligibility and Appeals Officer to maintain and update data recording systems for appeals and request for discretionary assistance.</p> <p>Provide management information relating to eligibility and policy for inclusion in Member reports. This will include:</p> <ul style="list-style-type: none"> • data collection and analysis; • design, co-ordination of surveys and interpreting results; • preparation of consultation documents <p>Assist in the review of annual publication and update of information, guidance and publicity material in accordance with statutory requirements and CCC policy. This will include:</p> <ul style="list-style-type: none"> • regular review and maintenance of the Council's webpages; • other communications and families i.e. schools newsletter.
5.	<p>Unsafe Route Reviews</p> <p>Support the Policy and Strategy manager with the implementation of the annual route review programme, including;</p> <ul style="list-style-type: none"> • Liaise with schools and other Council services for the collection of data required for each route identified for review. • Support the Policy and Strategy manager with the commissioning and analysis of risk and route assessments for each identified route. • Acting as the first point of contact for communications with key stakeholders.
6.	<p>Communications and Training</p> <ul style="list-style-type: none"> • Act as first point of contact for complaints and enquiries from members, families, educational establishments and other professionals, providing advice and guidance appropriate for the audience.

	<ul style="list-style-type: none"> Support the Transport Eligibility and Appeals Officer with the review and delivery of training regarding transport policy and eligibility to council services to Customer Services and educational establishments, where appropriate to service need.
7.	Teamwork As part of the Education Planning and Inclusion Service, support a flexible approach to managing pressure points in workloads across the team, representing the team where appropriate and contributing to improvements to drive performance.
8.	Demonstrate an awareness and understanding of equality, diversity and inclusion.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 3: 2 'A' levels (4 AS Levels), ONC, OND, BTEC, NVQ level 3 or equivalent; and		Essential
Key Skill Level 4: Bachelor's degree; HNC;HND;NVQ Level 4 or equivalent including professional qualification		Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Education legislation and government guidance	Demonstrable up-to-date knowledge and understanding of the Council's statutory responsibilities for mainstream and SEND transport	Essential
Local Government decision making and democracy	An understanding of and sensitivity to working with elected members	Desirable
Education legislation and government guidance	Understanding of the sensitivity of child protection issues.	Desirable
Equal opportunities legislation and guidance	Knowledge and understanding of equal opportunities legislation, statutory requirements and County Council policy and procedures	Desirable
ICT	Knowledge, understanding and ability to input and access information from the Capita One Transport Module	Desirable
Skills		
Communication	Excellent communication skills and the ability to ensure the provision of relevant and accurate information to all interested parties in spoken and written form	Essential
Planning and organisation	Highly organised and focused approach to tasks and possess the ability to work well under pressure to meet deadlines and during periods of high demand, as part of a team and using own initiative	Essential

Analysis, synthesis and critical evaluation	Ability to produce an accurate and succinct record of meetings and conversations	Essential
Customer Service	Knowledge and understanding of good, effective customer care	Essential
ICT	Use of digital mapping software to identify and measure distances accurately and produce maps	Desirable
Interpersonal Skills and Team Working	Ability to communicate with other departments, agencies, members of the public and parents regarding eligibility and on the telephone.	Essential
Interpersonal Skills and Team Working	Ability to deal with aggrieved parents/ carers and schools in a professional and authoritative manner	Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
	Working with recognised computerised office administration suites (ie spreadsheets, word processing, databases)	Essential
	Experience of dealing with difficult or irate customers and customer complaints	Essential
Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	
Safeguarding (include for roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

Disclosure level

What disclosure level is required for this post?	None x	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid x	Field	Remote	Mobile
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