

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Transport Planner (Social Care & SEN)

Highways and Transport, Place and Economy.

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The Transport Planner will work with colleagues and partners to organise and efficiently process transport requests along with establishing eligibility for transport and achieving best value for West Northamptonshire Council.

To provide professional expertise and knowledge to support the delivery of the transport service so that it is efficient and suitable to meet the needs of the service users. Ensure timely and accurate response to requests for service and work collaboratively with other parts of the Council to ensure the service can meet the demand.

Good interpersonal and analytical skills are essential, including the ability to explain eligibility decisions to WNC Officers, Schools and members of the public.

Accountable to:

This role is accountable to the Senior Transport Planner, who is responsible for a team of 4 transport professionals involved in the delivery of services to nearly 6000 customers including vulnerable children and adults.

The role sits within the Highways and Transport Service which is part of the Place and Economy Directorate in West Northamptonshire Council.

Responsibilities:

1. To co-ordinate demand for passenger transport and determine the most efficient way to fulfil the demand whilst maintaining a high standard and adhering to all relevant policies and procedures. This will include communicating with schools, service users, social workers, care managers, establishments, parents and policy makers in order to develop awareness and understanding of issues and identify possible solutions which will reduce reactive queries and complaints.
2. To propose transport solutions firmly based on policy guidance whilst taking account of the applicant's personal circumstances. This may involve speaking directly with transport applicants and conducting home visits.
3. To liaise with WNC staff and members of the public at all levels, including Councillors, and MP's. Communicating clearly to parents, agencies (internal and external), WNC Officers and senior management. Communicating via a number of different channels including; telephone, email, face to face and written letter within agreed SLA's and relevant legislation and ensure appropriate audit processes are adhered to.
4. To analyse and identify potential opportunities to improve existing transport solutions. This may include a review of suitable walking routes, and opportunities to offer applicants Independent Travel Training, Personal Travel Budget's and pick up and set down points. Update and maintain records/databases relating to applications and eligibility.
5. To ascertain potential savings with regards to the current transport provision including route optimisation of existing planned transport and to review existing policies and offer recommendations to support further efficiencies. This should be achieved without compromising the safety and quality of the service being provided.

6. To be able to deal with challenging situations around transport eligibility, and to be able to professionally manage conflict. Ensuring all issues are appropriately addressed in each case so that appropriate judgements on what needs to happen can be made within prescribed time-scales.
7. In conjunction with their manager, recommend changes in process that may be necessary.
8. Investigate the absence of clients, the continued absence of children currently assigned transport provision and the absence/lateness of parents whose children are brought home by WNC transport. To continually monitor this and ensure that any issues or concerns, particularly where safeguarding is concerned are reported appropriately and swiftly.
9. To undertake data analysis and prepare reports identifying possible trends, forecasting of demand, and potential unforeseen risks which could impact on budget and operational demand in the short, medium and long term. To provide recommendations to address the areas of concern identified.
10. To provide support where appropriate to colleagues in the execution of their respective duties and deputise for the Senior Transport Planner as and when required.
11. To deal with requests for travel assistance in confidence and in line with General Data Protection Regulations.
12. To demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs and actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours
13. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Confident analysing transport issues and offering sound, reliable travel solutions. High attention to detail. Strong analytic skills with the ability to assimilate and combine disparate information	E	A, I
Able to access and communicate information through MS desktop applications. Experience of using a sophisticated databases administration systems package and associated reporting tools Innovative approach to the exploitation of IT	E	A, I
Initiative and ability to plan and organise time to ensure that deadlines and agreed targets are met High level of accuracy working in a pressurised environment	E	A, I
Ability to communicate effectively, both verbally and in writing, to all levels of management, colleagues, Councillors, MP's and other partners and agencies involved in education and social care. Ability to translate complex issues and explain this in plain English.	E	A, I
Good team worker with the ability to work as part of a team and support others in delivery team success	E	A, I
Ability to maintain high levels of performance under challenging conditions, tasks, responsibilities or people	E	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, I

Knowledge:	Essential / Desirable	Measured by
General knowledge of the services provided by a local authority and a basic understanding of local authority governance	D	A, I
A basic overview of the purpose of an EHC plan, what is contained within a plan and the legislation which underpins the plan	D	A, I
Awareness of the statutory duty the authority has in regard to home to school transport and how this is applied.	D	A, I
Demonstrate awareness of GDPR and the associated responsibilities at an individual and corporate level	E	A, I
General awareness of the Council's policies and how these are applied.	E	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in transport and/or logistics, specifically in terms of route planning and scheduling.	D	A, I

Experience in reading detailed documentation and assessing requests against set criteria	D	A, I,
Experience in working within a policy framework and making decisions supported by policy guidance	E	A, I
Experience in working within a policy framework and making decisions supported by policy guidance	E	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or equivalent level of qualification, ideally within a transport and/or education field.	D	A, I
Qualified to A level standard or equivalent experience.	E	A, I
Demonstrate a desire for continuing professional development	D	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 Hours Per Week	Primary work base:	One Angel Square
Job family band:	RT 05	Worker type:	Part-flexible
Salary range:	£29,508 - £32,095	Budget responsibility:	c. £15m
People management responsibility:	2		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

