# Job Description and Person Specification

## Job details

Job title: Compliance Business Support Officer

Grade: NNC Pay Grade 2

Reports to: Compliance Team Leader

Responsible for:

Directorate and Service area: Highways and Waste; Home to School Transport

## Purpose of the job (why the job exists)

## To assist the compliance team with the administration and processing of relevant data and ensure that the service meets the demands and any specialist requirements of the service user. To support the compliance team in achieving the most efficient provision of compliance, audit and monitoring services to schools and transport operators whilst at the same time maintaining a high standard of provision.

This is a frontline service within the Highways Service and provides services to vulnerable adults and children including those with special educational needs. It also provides transport for mainstream children and also looked after children.

## Principal responsibilities (please make these concise and ideally no more than 8)

Main accountabilities

1. Receive compliance data from transport operators and update compliance internal databases. This data is received by email.
2. Monitor incoming emails into the compliance inbox and carry out any necessary actions or redistribution. This will include communication with transport operators, schools and service users
3. Carry out all administrative tasks required for the successful delivery of transport compliance.
4. Maintain all relevant databases and routing systems in order to ensure that accurate records are kept.
5. Triage all incoming communications to direct enquiries to the most appropriate team member.
6. Along with the other team members provide periodic, out of hours, emergency contact for external stakeholders.
7. To ensure that the Health and Safety culture is maintained throughout the team and is inherent in the decision-making process to ensure the welfare of all service users and staff associated with the service both internal and external.
8. Support and where appropriate be responsible for ensuring that all relevant service standards and KPI’s are achieved.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

## Special features of the post

None

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Minimum of 4 GCSE’s at Grade C English, (or equivalent). Must include English and Maths. | Level 3 Certificate in Transport and Logistics (ATCO Certificate) or equivalent. |
| Experience and Knowledge | Understanding of Local Government responsibilities | Experience within a transport planning environment, especially compliance functions.  Knowledge of NNC Transport Policies, and the ability to apply these accurately.  Good level of understanding of the legislation and statutory duties relating to transport, and particularly  Home to School and Social Care transport, and the local authority.  Knowledge of Safeguarding legislation. |
| Ability and Skills | Good standard of spoken and written English.  IT literate and competent in the use of common IT systems, especially Excel.  Able to work with databases and systems outside the popular software in common use.  Previous experience of a range of administrative duties, including managing sensitive data in accordance with GDPR.  Attention to detail to ensure records are accurate and up to date. | Familiarity with Sproc.net systems. Ability to assess stakeholder issues and offer effective solutions.  Previous exposure to local government/public sector statutory services or protocols/public sector partnering organisations. |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | Team player with ability to prioritise workload, work to tight deadlines and support colleagues. |  |