# Job Description and Person Specification

## Job details

Job title: Travel Coordination Officer

Grade: Band 5

Reports to: Planning and Applications Team Leader

Responsible for:

Directorate and Service area: Place, Economy and Growth; Highways

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

The Travel Coordination Officer works as part of a team to assess and review school transport eligibility applications. There is a requirement for high standards of accuracy and attention to detail. The Officer must work to the appropriate standards of customer care and with the correct regulation interpretation in respect of policy.

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

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

|  |  |
| --- | --- |
|  | **Main accountabilities** |
|  | To make robust decisions regarding transport eligibility, correctly evidenced and aligned to existing policy.  Ensure all decisions are correctly logged onto workflow system and allocated according to team priorities ensuring good customer care is maintained, in particular keeping the customer informed of progress. |
|  | 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. |
|  | To liaise with NNC staff and members of the public at all levels. Communicating clearly to parents, agencies (internal and external), NNC 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 that appropriate audit trails are complied with. |
|  | 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. |
|  | To be able to deal with challenging situations around transport eligibility, and to be able to professionally manage any arising 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. In conjunction with the Team Leader determine any changes in process that may be necessary. |
|  | To provide support where appropriate to colleagues in the execution of their respective duties |
|  | To deal with requests for travel assistance in confidence and in line with General Data Protection Regulations. |

## 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

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

**Workload can vary throughout the year but there is seasonal pressure over the Summer months preparatory to students returning to school. Annual leave may be restricted at this time.**

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | 5 GCSEs Including maths and English or equivalent experience | Relevant transport qualification |
| Experience and Knowledge |  | Understanding of Local Government responsibilities and procedures |
| Ability and Skills | Good levels of spoken and written English to facilitate communication with a wide variety of stakeholders. Ability to adhere to legislation and relay (in writing and verbally) eligibility issues in plain English.  Confident analysing transport issues and offering sound, reliable travel solutions. High attention to detail  Able to effectively utilise MS desktop applications. Experience of using a sophisticated databases administration systems package and associated reporting tools. Innovative approach to the exploitation of IT  Initiative and ability to plan and organise time to ensure that deadlines and agreed targets are met  Ability to maintain a high level of accuracy working in a pressurised environment | Experience in reading detailed documentation and assessing requests against set criteria |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | Good team worker with the ability to work as part of a team and support others in delivery team success  Ability to maintain high levels of performance under challenging conditions, tasks, responsibilities or people |  |