

Job Description

Job Title: Passenger Transport Engagement Officer

POSCODE: New post

Grade: Scale 5

Overall purpose of the job

The key aim of this role will be to engage with stakeholders to implement systems and structure to promote efficient passenger transport useage. The Engagement Officer will work closely with SEND and social care colleagues to ensure that Transport needs are included in the process of annual reviews and that transport costs are taken into consideration when specialist placements are being decided.

Main accountabilities

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1.	Identify and undertake effective engagement with key stakeholders and partners, such as schools, parents, young people, and transport colleagues.
2.	Work closely with Policy and Strategy Manager for Transport to ensure that revised transport arrangements and routes for review are communicated effectively and implemented operationally.
3.	Work closely with SEND colleagues to improve children's lived experience of transport.
4.	Work with the Interim Transport Engagement Officers to implement the Transformation Strategy and new systems and processes that have been co-produced with families.
5.	Review existing arrangements for transport continuously with a view to suggest more efficient methods of travel that provide better outcomes for children and young people.
6.	Assess and record the impact and progress towards key milestones within the Transport Transformation Strategy through the effective use of a project plan and by completing monthly highlight reports.
7.	Regularly evaluate, undertake risk mitigation and analysis and report on progress of individual transport cases.
8.	Work with the Policy and Strategy Manager to consult and co-produce with children and young people with SEND and their parents when reviewing service provision.
9.	Improve management demand to out of county special placements by working with SEND colleagues on the placement and annual review processes.
10.	Develop effective relationships by working in partnership with parents/carers, schools, professionals and other agencies.
11.	Work in partnership with schools and other services to raise the profile of sustainable travel.

12.	Deliver the communications plans developed by the Operation Manager for Transport.
13.	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

Qualifications Required	Subject	Essential/ Desirable
GCSE A-C	Maths and English	Essential
A levels /NVQ Level 4	Any relevant area	Essential
Professional qualification and/ or degree or equivalent qualifications/experience	Any relevant area	Desirable

Identify	Describe	Essential/ Desirable
Knowledge		
SEND	An understanding of the issues facing children and young people with SEND and their families	Essential
SEND/Transport	Knowledge of legislation relating to SEND and Children's Transport Knowledge of the role the Local Authority has for children with SEND	Essential
Skills		
Communication	Ability to use strength based approaches to influence partners within and outside the LA Ability to negotiate, challenge and mediate where required	Essential
Partnership working	Able to demonstrate a strong commitment to multi agency working and working with parents/carers. Commitment to delivering high quality service that supports the needs of children and young with SEND and their families. Encourage cross partnership working, working to change a culture on the way people approach SEND transport	Essential

Organisational	Flexible and resilient approach to planning, organising and prioritising a demanding workload.	Essential
Interpersonal skills and relationship building	Ability to work with a range of people including service users, schools, colleagues	Essential
Experience		
Teamwork	Experience of working as part of a busy team and working on own initiative	Essential
Time and priority management	Experience of working to tight deadlines with competing and changing priorities and pressures.	Essential
Multi-agency working	Experience of participating in multi-agency meetings.	Essential
Stakeholder working	Experience of working with a broad range of people including families. Education, Social Care and Healthcare professionals. Experience of working with children and young people with special educational needs and disabilities	Essential Essential
Communication	Experience of communicating effectively in a variety of ways.	Essential
SEND	Disability awareness and awareness of different special education needs and disabilities.	Desirable
Equality and Diversity	Ability to demonstrate awareness/understanding of equality, diversity and inclusion and how it applies to this role. Commitment to equalities in service delivery and evidence of successful implementation of equalities in practice	Essential
Safeguarding	Extensive experience in all aspects of Safeguarding vulnerable adults and children including the DBS process and new ISA scheme.	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	Standard
	Enhanced x	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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