

CAMBRIDGESHIRE COUNTY COUNCIL: JOB DESCRIPTION

POSITION:	Business Support Assistant (Monitoring Assistant)	REPORTS TO:	Passenger Transport, Monitoring Officer
SERVICE:	Passenger Transport Team	DIRECTORATE, OFFICE:	Children, Education and Families
GRADE:	NJC 4	LOCATION:	Countywide / New Shire Hall

JOB PURPOSE:	ROLE DIMENSIONS
<p>To provide administrative, and functional support to the Passenger Transport Team To assist in the monitoring of contracted transport services for the delivery of Education and Social Services Transport To enable the Council to deliver a customer focussed service more effectively and efficiently.</p>	<p>Hours: 37 People: 0 Budget: 0</p>
CORPORATE & JOB SPECIFIC ACCOUNTABILITIES	SERVICES/PARTNERS
<p>Office Support (25%)</p> <ul style="list-style-type: none"> • Ensure an accurate, confidential and effective service by maintaining up-to-date monitoring records (paper and electronic), and security of information in accordance with the policies and procedures of the County Council and relevant legislation • Deliver an efficient and customer focussed service, by processing and responding to communication taking messages, booking transport and distributing information as necessary • Assist in the delivery and development of service monitoring, using information systems to generate reports, documents, letters and memo's • Administration of the applications for enhanced DBS disclosures for Drivers/ PA's and Volunteers acting as a point of contact for enquires. • Assist in scheduling the monitoring activities to ensure high profile and cost effective activities • Undertake general clerical and administrative tasks to support the service as required, including processing requests for transport provision (within Shire Hall) 	<p>SERVICE</p> <ul style="list-style-type: none"> • This post will support Passenger Transport team <p>PARTNER</p> <ul style="list-style-type: none"> • This post will work in partnership with Families Children and Adults Directorate (including Schools), District Councils, service providers (bus/taxi companies) and other CCC departments
<p>Financial Support (5%)</p> <ul style="list-style-type: none"> • Assist in the financial management of the team - monitoring own expenditure, within the requirements of the role. • Ensure managers/budget holders are updated on team activities in view of costs 	
<p>Management Support (10%)</p> <ul style="list-style-type: none"> • Co-ordinate diary management to ensure meetings are arranged and information recorded and distributed. • Maintain the Council's/teams information systems and ensure accuracy of data • Design and deliver documents and presentations • Support the induction, supervision and learning of others as required • Contribute to the management and development of the service 	

Health & Safety (10%)

- Take action to reduce the risk to self and others
- Contribute to maintenance of a health and safe working environment.
- Maintain the appropriate level of PPE whilst on Monitoring activities, report any deficiencies

Role Specific (50%)

- Ensure understanding of core business of the Passenger Transport Team, including a general understanding of the wider role of the Passenger Transport Service.
- Work with the Monitoring Officer and other Monitoring Assistants to undertake monitoring activities of all contracted transport for Passenger Transport Team. Undertake monitoring activities as directed, as part of the team or individually
- Ensure contractors compliance to the contract requirements for safeguarding and delivery, report all cases of non compliances through the appropriate channels and follow up as appropriate
- Assist in the development of partnership working with outside agencies
- Work with Monitoring Officer and Contracts Officer to build partnership, working with service providers or potential providers advising on all aspects of contract compliance and service delivery
- Undertake other monitoring activities as deemed appropriate by the Passenger Transport Service
- Undertake other tasks and responsibilities as required to assist the delivery of Council services

CAMBRIDGESHIRE COUNTY COUNCIL: PERSON SPECIFICATION

POSITION: Business Support Assistant (Monitoring Assistant) **REPORTS TO:** Passenger Transport, Monitoring Officer

SERVICE: Passenger Transport Team **DIRECTORATE, OFFICE:** Children, Education and Families

GRADE: NJC 4 **LOCATION:** Countywide / New Shire Hall

QUALIFICATIONS

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| <p>Essential</p> <ul style="list-style-type: none"> • General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard | <p>Desirable</p> <ul style="list-style-type: none"> • NVQ level 2 • ECDL • GNVQ |
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KNOWLEDGE AND EXPERIENCE

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| <p>Essential</p> <ul style="list-style-type: none"> ▪ Working understanding of Windows & Microsoft packages (including: Word, Excel, E-mail, Power Point, Internet) ▪ Understanding of requirement for confidentiality | <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of legislation relating to Public Service and Private Hire vehicles • Knowledge of Council policies & procedures in particular the Home to School Transport Policy • Experience of local authority working |
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SKILLS

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| <p>Essential</p> <ul style="list-style-type: none"> • Numerate and literate • Must Be Car Driver (maximum 6 Points) • Able to communicate effectively with others • Able to utilise IT systems to deliver services • Able to work flexibly to meet demands of service • Able to work with others to deliver services • Confident telephone manner | <p>Desirable</p> <ul style="list-style-type: none"> ▪ Able to take comprehensive minutes of meetings ▪ Able to work on own initiative • Commitment to continuous service development • Committed to ongoing personal and role development |
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BEHAVIOURS

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| <p>Core - Level 1</p> <ul style="list-style-type: none"> • Respect for others • Self-confidence • Teamwork & Co-operation • Customer Focus • Planning & Organising • Problem solving & Decision Making | <p>Excellent Ways of Working – Level 1</p> <ul style="list-style-type: none"> • Initiative • Effective communication |
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