

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to GCSE A level or equivalent, with a high level of literacy	High level of literacy and numeracy	Essential

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

Identify	Describe	Essential/ Desirable
Knowledge		
	<ul style="list-style-type: none"> • Knowledge and understanding of good, effective customer care • Knowledge of transport procurement. • Knowledge of Council Contract Rules and transport legislation. • Knowledge of child protection processes and best practice • Understanding of the sensitivity of child protection issues. • Knowledge of the legislation, policies and practices affecting education transport 	Essential Desirable Desirable Desirable Desirable Desirable
Skills	<ul style="list-style-type: none"> • Ability to work in a busy team environment, dealing with more than one customer/task at the same time whilst maintaining a good standard of service delivery • Ability to communicate with other departments, agencies, members of the public and parents regarding transport arrangements, both face to face and on the telephone e.g. representing the Council at meetings involving schools, parents and operators • Ability to use IT including Excel, Word and Databases. • High level of numeracy necessary to check invoices for payments, receive and record electronic school payments 	Essential Essential Essential Essential

	<ul style="list-style-type: none"> • The ability to implement County Council policy in a consistent, firm but customer sensitive way • Ability to respect and keep confidential information • Ability to work to deadlines and to react to emergency situations quickly and effectively • Ability to negotiate eg. with operators to vary contractual arrangements 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
	<ul style="list-style-type: none"> • Experience of working in a busy team where it is essential to be able prioritise, plan and organise resources to ensure that deadlines and agreed targets are met • Working with recognised computerised office administration suites (ie spreadsheets, word processing, databases) • Experience of invoicing procedures • Experience of dealing with difficult or irate customers and customer complaints • Experience of working in an environment providing services for vulnerable adults and children. • Experience of transport procurement procedures. • Experience of the sensitivity of child protection issues. 	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	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	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 workers type is flexible)	Fixed	Flexible	Field	Home
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