# Job Description and Person Specification

## Job details

Job title: Transport Planning Assistant/Business Support

Grade:

Reports to: Senior Planner

Responsible for:

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

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

## To assist in the assessment, planning and procurement of new and amended transport requests and ensure that the service meets the demands and any specialist requirements of the service user. To support the Transport Team in delivering and maintaining a high standard of efficient transport provision.

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

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

Main accountabilities

1. Assess eligibility for transport and approve or challenge where appropriate requests for service for clients including, school children and vulnerable adults and children where appropriate in line with NCC’s policy. This may be via email, phone, letter or over the counter.
2. Assist, and where necessary, carry out planning of transport requests, which will include communicating with schools, service users, social workers, care managers, establishments, parents and policy makers. Ensure that the provision of transport is efficient whilst at the same time meets the individual needs of the service user.
3. Carry out all administrative tasks required for the successful delivery of transport planning.
4. Maintain all relevant databases and routing systems in order to ensure that accurate records are kept.
5. Liaise with parents/carers and schools on matters of pupil misbehaviour and liaise with the compliance team where necessary.
6. Respond to all calls, which at times may be difficult and emotional from parents, in a professional and sympathetic manner. Build good relationships with our customers and give clear and accurate advice. Where necessary be prepared to make difficult decisions, ensuring that consistency in decision making is maintained.
7. Assess client information received from all sources to determine if there are health and safety implications that will need a risk assessment and ensure that these are received and considered during planning.
8. Continually review current transport arrangements to ensure that the quality of the provision is still of a high standard and that the Council is receiving best value for money.
9. Ensure all client information is kept confidential in accordance with the Data Protection Act and GDPR and demonstrate awareness and understanding of Equal Opportunities to ensure equality during the planning process and mitigate the possibility of challenges from parents/carers and other agencies.
10. 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.
11. 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

This post requires satisfactory clearance of an Enhanced Disclosure and Barring Service disclosure.

**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 passenger transport.  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 preparing reports, reviewing and issuing documentation, managing sensitive data in accordance with GDPR, and dealing with frontline customer queries.  Attention to detail to ensure records are accurate and up to date. | Familiarity with 365Response and/or Sproc.net systems. Ability to assess customer 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. |  |