# Job Description and Person Specification

## Job details

Job title: Senior Passenger Transport Officer

Grade:

Reports to:

Responsible for: 3 Transport Planners/Transport Supply Officers

2 Business Support/Assistant Planners

Directorate and Service area: Highways and Waste, Home to School Transport.

## Purpose of the job

The Senior Passenger Transport Officer will organise and supervise a team of passenger transport planners in order to efficiently process transport requests along with establishing eligibility for transport whilst achieving best value for the Council and at the same time maintaining the required standard of provision.

To provide professional expertise and knowledge to support the delivery of the transport service so that it is efficient and suitable to meet the needs of the service users. Ensure timely and accurate response to requests for service and work collaboratively with other parts of the Council to ensure the service can meet the demand.

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

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

1. To supervise and co-ordinate demand for passenger transport and determine the most efficient way to fulfil the demand whilst maintaining a high standard and adhering to all relevant policies and procedures. This will include communicating with schools, service users, social workers, care managers, establishments, parents and policy makers in order to develop awareness and understanding of issues and identify possible solutions which will reduce reactive queries and complaints.
2. 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.
3. To liaise with NCC staff and members of the public at all levels, including Councillors. 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.
4. To analyse and identify potential opportunities to improve existing transport solutions. To ascertain potential savings with regards to the current transport provision including route optimisation of existing planned transport and to review existing policies and offer recommendations to support further efficiencies. This should be achieved without compromising the safety and quality of the service being provided. Update and maintain records/databases relating to applications and eligibility.
5. 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 timescales. In conjunction with the Team Leader determine any changes in process that may be necessary.
6. Investigate the absence of clients especially the elderly living alone, the continued absence of children currently assigned transport provision and the absence/lateness of parents whose children are brought home by NNC transport. To continually monitor this and ensure that any issues or concerns, particularly where safeguarding is concerned are reported appropriately and swiftly.
7. To undertake data analysis and prepare reports identifying possible trends, forecasting of demand, and potential unforeseen risks which could impact on budget and operational demand in the short, medium and long term. To provide recommendations and action plans to address the areas of concern identified.
8. To provide support where appropriate to colleagues in the execution of their respective duties and deputise for the Transport Planning and Data Team Leader as and when required.
9. To deal with requests for travel assistance in confidence and in line with General Data Protection Regulations.
10. To ensure that a 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

## 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

**Safeguarding commitment**

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.

**DBS**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure. – Enhanced with barred list checks.

**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 | 5 GCSEs Including maths and English or equivalent experience. | A’ levels or equivalent in relevant subjects |
| Experience and Knowledge | **Knowledge of NCC transport policies -** General awareness of the County Council’s policies and how these are applied.  **Knowledge and understanding of GDPR** - Demonstrate awareness of GDPR and the associated responsibilities at an individual and corporate level.  **Ability to translate policy guidance into business procedures/processes.** Experience in working within a policy framework and making decisions supported by policy guidance | **An understanding of how local government works -** General knowledge of the services provided by a local authority and a basic understanding of local authority governance.  **An understanding of EHC plans and associated legislation** - A basic overview of the purpose of an EHC plan, what is contained within a plan and the legislation which underpins the plan.  **Knowledge of legislation relevant to the Education Acts from 1996 onwards and associated statutory guidance -** Awareness of the statutory duty the authority has in regard to home to school transport and how this is applied.  **Experience in the interpretation of legislation, policies and guidelines relating to service eligibility. -** Experience in reading detailed documentation and assessing requests against set criteria.  **Experience of managing and leading a team.** |
| Ability and Skills | **Numerical and financial skills -** Confident analysing transport issues and offering sound, reliable travel solutions. High attention to detail. Strong analytic skills with the ability to assimilate and combine disparate information. Experience in working within a policy framework and making decisions supported by policy guidance.  **Ability to translate policy guidance into business procedures/processes** - Experience in working within a policy framework and making decisions supported by policy guidance  **IT skills -** Able to access and communicate information through MS desktop applications. Experience of using a sophisticated databases administration systems package and associated reporting tools. Innovative approach to the exploitation of IT.  **Planning and organisation -** Initiative and ability to plan and organise time to ensure that deadlines and agreed targets are met High level of accuracy working in a pressurised environment.  **Communication skills -** Ability to communicate effectively, both orally and in writing, to all levels of management, colleagues, County Councillors, MP’s and other partners and agencies involved in education and social care. Ability to translate complex issues and explain this in plain English.  **Team working skills -** Good team worker with the ability to work as part of a team and support others in delivery team success.  **Flexibility** - Ability to maintain high levels of performance under challenging conditions, tasks, responsibilities or people. | **Team Leader** Able to lead and inspire colleagues. |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | 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. |  |