

Job Description

Job Title: Passenger Transport Officer

POSCODE: CCC0451

Grade: SO1

Overall purpose of the job

To procure and co-ordinate day to day Passenger Transport operations for Children and Vulnerable Adults across Cambridgeshire and Peterborough, ensuring transport is provided in an efficient and cost-effective way in accordance with statutory requirements and within the policies of the Councils.

To assist in training drivers and passenger assistants (PA's).

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Service delivery <ul style="list-style-type: none"> Co-ordinate the day-to-day transport arrangements for education, children's social care and ensuring transport is provided in an efficient and cost-effective way including the production of accurate, appropriate and timely management information reports. Apply the respective Council's policies and procedures in respect of education and social care transport including working to the requirements and standards set in the Service Level Agreements. Determine eligibility to transport assistance and allocation of pupils to appropriate stops and routes and ensure the issue of appropriate passes to pupils entitled to assistance with education transport. Negotiate with operators to vary contracts for minor contract variations liaising where necessary with the Transport Delivery Manager. Assist in training contractor staff in relation to passenger awareness, wheelchair transportation and medical protocols. Assist the Transport Delivery Manager with risk assessments of transport services. Assist with the tendering and procurement of education and child social care transport services including assisting with the preparation of Service Specifications and tendering documentation for competitive tendering processes ensuring that current legislation and the respective Council's Contract Rules are adhered to. Carry out project work as required by the Transport Delivery Manager.
2.	Communications & Guidance <ul style="list-style-type: none"> Deal promptly with any transport queries or incidents, including taking any appropriate action that may be required, consulting as necessary with the

	<p>Transport Delivery Manager</p> <ul style="list-style-type: none"> • Assist with the tendering and procurement of education and child social care transport services including assisting with the preparation of Service Specifications and tendering documentation for competitive tendering processes ensuring that current legislation and the respective Council's Contract Rules are adhered to. • Provide operators, voluntary drivers and schools with up-to-date transport information on a termly basis or as required including special requirements affecting transport arrangements (e.g., bad weather, early finish, new starters and leavers). • Regularly check the Highways Road closures bulletin and, following liaison with Transport Delivery Manager, inform all relevant parties of any future road closures affecting passenger transport services.
3.	<p>Management Information</p> <ul style="list-style-type: none"> • Maintain accurate records for all transport arrangements including inputting all customer information, route information and operator data on to the transport database. • Monitor, evaluate and report on the service level and quality of education transport services. • Ensure all electronic and paper financial records are clear, concise and up to date, including checking invoices against records and processing payment within agreed timescales. • Assist as required with the provision of information for the Council's response to any complaints and reviews in respect of transport services provided.
4.	<p>Customer Service</p> <ul style="list-style-type: none"> • Deliver and maintain a customer focused approach, being sensitive to concerns and confidential matters. • Work closely with team members and Contact Centre, to ensure communications are clear and managed within published timescales.
5.	<p>Equal Opportunities</p> <ul style="list-style-type: none"> • To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

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

Minimum level of qualifications required for this job - overseas equivalents will be recognised.

(Please note for some roles you may be required to register with a professional body e.g. Social Work England that have specific rules in relation to overseas qualifications).

Qualifications Required	Subject	Essential/ Desirable
Educated to GCSE A level or equivalent	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 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
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 	<p>Essential</p> <p>Essential</p>

	<ul style="list-style-type: none"> • 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 • 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> <p>Essential</p> <p>Essential</p>
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	<ul style="list-style-type: none"> • 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>	<ul style="list-style-type: none"> Demonstrate an understanding of the safe working practices that apply to this role. 	
	<ul style="list-style-type: none"> 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	X	Standard	
	Enhanced		Enhanced with barred list checks	
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Hybrid x	Field	Home