# Job Description and Person Specification

## Job details

Job title: Transport Supply Officer (formerly k/a Transport Planner)

Grade:

Reports to: Senior Passenger Transport Officer

Responsible for:

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

## Purpose of the job

The Transport Supply Officer/transport planner will be responsible for the planning and delivery of transport services for children and young people and vulnerable young people and adults attending a variety of places of education and support, all of whom are entitled to support under legislation.

The post holder will be required to assess eligibility and needs of the service user, based upon criteria set in policy and legislation, and put in place appropriate transport or travel support, working to deadlines and service targets.

They will need to 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.

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

1. To determine eligibility for transport, assess, analyse and plan service provision ensuring that the needs of the individuals are adequately met, and that transport is provided in the most efficient and cost effective way, whilst maintaining a high standard of service and adhering to all relevant policies and procedures.
2. To notify parents, carers and/or the service user or other relevant stakeholder of the arrangements made, in good time and provide, or make arrangements for the collection of, any bus pass or ticket that is required.
3. To ensure a multi-agency approach to the planning of transport which 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.
4. To assess client information from multiple sources to identify needs and any safety concerns and ensure that these are taken into account during the transport planning process.
5. To utilise and accurately maintain records and work with the Senior Passenger Transport Officer 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.
6. 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.

1. 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 NCC transport. To continually monitor this and ensure that any issues or concerns, particularly where safeguarding is concerned are reported appropriately and swiftly.
2. To provide support where appropriate to colleagues in the execution of their respective duties and deputise for The Senior Passenger Transport Officer and other Transport Supply Officers or Transport Planners as and when required.
3. To deal with requests for travel assistance in confidence and in line with General Data Protection Regulations.
4. 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.

**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 | **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 logistics and transport** **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.**  | **Knowledge of NCC transport policies -** General awareness of the County Council’s policies and how these are applied.**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 in working within a policy framework and making decisions supported by policy guidance |
| Ability and Skills | **Problem solving 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 from a variety of sources. **IT skills -** Able to access and communicate information through MS desktop applications 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. | Experience of using sophisticated databases administration systems package and associated reporting tools. |
| 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.  |  |