

## Job Description

**Job Title:** Travel Coordination Unit Officer

**POSCODE:** 3528

**Grade:** I

### Overall purpose of the job

The Travel Coordination Officer works as part of a team to assess and review school transport eligibility applications. There is a requirement for high standards of accuracy and attention to detail. The Officer must work to the appropriate standards of customer and with the correct regulation interpretation in respect of policy.

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

### Main accountabilities

Main accountabilities	
1.	To make robust decisions regarding transport eligibility, correctly evidenced and aligned to existing policy. Ensure all decisions are correctly logged onto workflow system and allocated according to team priorities ensuring good customer care is maintained, in particular keeping the customer informed of progress. Workload may include checking of colleagues' casework.
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. Communicating clearly to parents, agencies (internal and external), NCC 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. This may include a review of suitable walking routes, and opportunities to offer applicants Independent Travel Training, Personal Travel Budget's and Pick up and Set down points. 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 time-scales. In conjunction with the Team Leader determine any changes in process that may be necessary.
6.	To provide support where appropriate to colleagues in the execution of their respective duties and deputise for the Travel Coordination Manager when required
7.	To deal with requests for travel assistance in confidence and in line with General Data Protection Regulations.
7.	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

Qualifications Required	Subject	Essential/ Desirable
5 GCSEs Including maths and English or equivalent experience	Maths, English	<b>Essential</b>

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
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	<b>Desirable</b>
An understanding of EHC plans and associated legislation	A basic overview of the purpose of an EHC plan, what is contained within a lan and the legislation which underpins the plan	<b>Desirable</b>

#### **Skills**

Numerical and financial skills	Confident analysing transport issues and offering sound, reliable travel solutions. High attention to detail	<b>Essential</b>
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	<b>Essential</b>
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	<b>Essential</b>
Communication skills	Ability to communicate effectively, both orally and in writing, to all levels of management and staff. Ability to adhere to legislation and relay (in writing and verbally) eligibility issues in plain English.	<b>Essential</b>

Team working skills	Good team worker with the ability to work as part of a team and support others in delivery team success	<b>Essential</b>
Flexibility	Ability to maintain high levels of performance under challenging conditions, tasks, responsibilities or people	<b>Essential</b>

<b>Experience</b>		
Experience in the interpretation of policies and guidelines relating to service eligibility	Experience in reading detailed documentation and assessing requests against set criteria	<b>Desirable</b>
Ability to translate policy guidance into business procedures/processes	Experience in working within a policy framework and making decisions supported by policy guidance	<b>Essential</b>

<b>Equal opportunities</b>		
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	<b>Essential</b>

<b>Safeguarding</b> <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.	<b>Essential</b>

**Disclosure level**

What disclosure level is required for this post?	<b><u>None</u></b>	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)	<b><u>Fixed</u></b>	Flexible	Field	Home
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