

JOB DESCRIPTION

Job Title: Directorate & Section/Unit: Reporting to: Responsible for:	Personalised Transport Officer Economy and Infrastructure Transport Services Transport Network Development and Commissioning Manager No line management responsibility
Salary Grade: DMA Management Level: DMA Span of Control (Direct Reports):	Scale 6 Frontline N/A

Purpose of job:

- To support, deliver and market the Direct Transport Payment initiative, aiming to make efficiencies in the provision of SEND travel
- To continue to develop, manage, monitor and evaluate the scheme, completing relevant documentation.
- To lead on the delivery of key elements of the initiative.
- To ensure that the scheme delivers to time, cost, and quality and ensure that efficiencies are realised in line with targets.
- To facilitate the merging of the old and the new transport payment schemes.

Main Activities & Responsibilities:

- To develop, manage and market the Direct Transport Payment initiative, increasing the take up of DTPs in line with given targets.
- To monitor delegated budgets to ensure that projects are delivered within agreed targets.
- To monitor monthly DTP take-up and retention rates, reporting monthly
- To manage the reporting process (milestones/targets, regular reports, cost forecasts).
- To assess, review and ensure projects are administered in accordance with legal constraints and other applicable regulations.
- To work in close partnership with the Transport Allocation Officers.
- To maintain and manage relationships with colleagues in SEND Services and, with schools and parents.
- To make contact with parents, explaining and advertising the initiative and encouraging take-up.
- To liaise with parents and schools, ensuring that take-up is continued.
- To set up processes which will enhance and develop the initiative.

- Initiate, organise, attend and contribute to meetings, parents' forums, public events and other awareness raising activities, as required.
- Research and prepare materials and presentations to appropriately raise awareness of, and market the scheme at local level.
- To check and assess that transport request forms are correctly filled out and compliant with policy.
- To provide training for SEND caseworks on policy and Transport Request completion.
- Assist the Transport Allocation Officers during busy periods

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy.
- To ensure that WCC safeguarding guidelines are observed and that safeguarding remains at the core of all activities.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy.
- Undertake work which is concerned with the establishment or operation of a database or work that may require access to a database under Section 12 of the Children's Act 2004 and which is of such a kind as to enable the post holder to have access to information included in the database.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Officers within Children's Services and WCC.

External: Schools, academies, education settings, colleges, parents, parents' groups, Officers in partner agencies, e.g. other Local Authorities, voluntary and community organisations, service user groups.

Additional Information:

- The Council reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act.

Author: Stuart Payton

Date: 17th June 2024

Date of grading confirmation: 25th June 2024

PERSON SPECIFICATION

Job Title:	Personalised Transport Officer
Directorate & Section/Unit:	Economy and Infrastructure Transport Services
Salary Grade:	Scale 6

EXPERIENCE: (of delivering outcome/objectives/service improvements etc, not just time served)

It is **essential** that the post holder has:

- Significant experience of successfully delivering projects and/or activities within a complex organisation.
- Significant experience of developing and working in a partnership environment.
- Experience of IT systems for communication and for the collation and analysis of data.
- Experience of financial management.

It is **desirable** that the post holder has:

- Experience of working in a service that makes or arranges services for schools/colleges, and children and families (ideally including a focus on disabled children and children with Special Educational Needs).
- Experience of using the Routewise (or similar) transport system.
-

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Ability to communicate sensitively and clearly with individuals and organisations
- Well developed understanding of the pressures experienced by a family of a child with SEN/disabilities
- A knowledge of the SEN/disabilities and needs that students experience.
- Ability to work on own initiative.
- Excellent interpersonal skills with ability to communicate at all levels both internally and externally.
- Excellent communication skills, both orally and in writing, and the ability to adapt communication form and style according to the situation.
- Excellent written skills with regard to correspondence and report writing.
- Ability to learn quickly - assimilating new knowledge and changing contexts, and to generalise knowledge and skills into changing work tasks.
- A creative thinker with the ability to develop innovative solutions.
- Ability to develop and implement new systems and approaches and to review their impact.
- Ability to maintain records on Excel/database systems and to use towards monitoring functional areas of responsibility.
- Ability to support change, with a commitment to continuing improvement through review of own performance and organisational priorities.
- Proven experience of the ability to successfully influence, negotiate and persuade.
- The ability to organise and plan whilst prioritising between competing demands.
- Analytical and problem solving skills.
- A high level of computer literacy.
- Advanced knowledge of resource issues and implications of managing projects.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A level 5 Qualification such as a HND in a relevant subject or equivalent compensatory experience.

It is **desirable** that the post holder has:

- Evidence of further professional development within a relevant field, for example project management, change management, service re-design.

ADDITIONAL INFORMATION

It is **essential** that the post holder has:

- The ability to travel throughout the County, including areas where there is limited public transport.

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