

JOB DESCRIPTION

Job Title: Education Travel Policy and Assessment Officer

Directorate & Section/Unit: **Economy and Infrastructure** - Highways and Transport Operations

Reporting to: **Head of Highways and Transport Technology**

Responsible for:

Salary Grade: **Scale 6**

DMA Management Level: **None**

DMA Span of Control (Direct Reports): **N/A**

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To manage, implement and update the Council's Home to School Transport Policy and charging schedule in partnership with the Children's Services Directorate.
- In partnership with other Directorates, to lead and advise on development, strategies and policies relating to Home to School Transport
- To pro-actively research and report on the development and use of new technologies related to Home to School Transport as well as other areas as required to further improve Passenger Transport services for the county.
- To manage and support a key number of Transport Technology projects across a wide range of activities, ensuring high quality support to help establish the success of the project ensuring systems are developed in order to achieve cost and efficiency savings.

Main Activities & Responsibilities:

- To liaise with education authorities, parents, Elected Members and other responsible parties to advise on contributory, non-contributory and subsidised Home to School Transport schemes and the interpretation of the Home to School Transport policy. In consultation with them, to resolve problems and disputes which arise over the provision of transportation.
- To review and update the Council's Post-16 Annual Transport Statement and to liaise / co-ordinate with all other interested parties, to include Department for Education, Colleges, Sixth Forms.
- To lead, in partnership with Children's Services Directorate, on the annual review of the Council's Home to School Transport Policy in line with current legislation and budgetary requirements.
- To research and advise on Travel Technology development relating to Home to School Transport internally and externally on emerging technologies with the aim of improving customer experience in Worcestershire and to make recommendations regarding the purchase or upgrade of associated Systems.
- To develop and implement non-cash systems for collection of payments, off-board ticketing and Smartcards for Home to School Pupils
- Attend as required Fair Access Area Panels (FAAPs) to advise Head Teachers and senior staff of travel options for pupils who are vulnerable or hard to place.
- Identify data needs to record progress and impact of these changes and be responsible for establishing the data capture and analysis to be able to report impact in savings and meeting of the Authority's statutory responsibilities.

- Ensure everyone involved is informed of activities or policy developments within the areas of Home to School transport and pupils with additional needs and that staff are appropriately trained in new systems or procedures.
- Lead on the annual policy review of the Council's Home to School Transport Policy and the charging schedule in partnership with Children's Services.
- Prepare monthly performance reports on Key Performance Indicators including plans of action to address under-performances
- Support colleagues in reviewing standard letters and information sent out from the County Council regarding transport provision.
- Ensure quality customer service is provided at all times, including responding to letters, complaints, Members' queries and notices of appeal.
- Maintain and update all publications and information available to the public on a regular basis.
- To ensure all relevant policies and strategies comply with legislation and with the Council's Equality and Diversity Policy, including ensuring that Equality Impact Assessments are regularly undertaken and updated.
- To provide support where required in other teams within the Transport Commissioning and Logistics Unit in order to aid the operational requirements of the unit.
- Deal with enquiries and complaints from the public, councillors, bus operators and other officers relating to the Home to School Transport.
- To lead on other Transport Support and Technology Policies and agreements and liaise with relevant parties both internally and externally.
- To collect, prepare and analyse relevant data for production of performance management reports and other information to meet critical deadlines.
- To aid in the research and reporting on the development and use of new technology that will further improve transport services across the units.
- To provide project support in setting up and maintaining project files and electronic documentation
- To correct data anomalies where it is not appropriate for individual users to do so.
- To support the setting up of Electronic Ticket Machines and associated services in relation to smart ticketing.

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
- 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

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: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

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: Matt Stone

Date: December 2014

Date of grading confirmation:

PERSON SPECIFICATION

Job Title: Policy and Assessment Officer

Directorate & Section/Unit: Economy and Infrastructure - Highways and Transport Operations

Salary Grade: Scale 6

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

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

- Considerable proven experience of project management development, implementation and monitoring
- Considerable experience of developing customer friendly ICT systems
- Considerable experience of change management and system process engineering
- Considerable experience in developing and implementing robust administrative systems
- Considerable experience of financial systems
- Considerable experience and in-depth knowledge of databases and spreadsheets including manipulation of data, development of reports, and understanding and development of interfaces with other systems
- Significant experience of developing customer friendly ICT systems
- Significant experience of working in a fast paced environment and working to tight deadlines across diverse areas related to Transport Technology and Support Systems
- Significant knowledge of the relevant legislation and the Council's policies relating to Home to School Transport provision
- Significant experience of transportation provision, contracts and operations
- Significant experience of providing an excellent customer focused service (private or public sector)

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

- Demonstrable experience of designing, developing and using ICT systems relating to Passenger Transport and the ability to advise on the design and development of systems
- Considerable experience of working in partnership arrangements with external stakeholders
- Demonstrable staff management or supervisory experience
- Experience of successfully delivering services within budget

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Proven project management skills including The ability to manage, lead, and motivate.
- Ability to work with and negotiate with Senior Management
- Ability to use business computer packages e.g. word processing and spreadsheets as an integral part of the working process.
- Ability to quickly understand corporate priorities and programmes in relation to own area of work
- Ability to communicate on ICT issues to a non-technical audience
- Ability to prioritise a range of complex tasks
- Ability to work with and negotiate with senior management
- Ability to link work in one area with work of other areas of the Council
- Ability to prioritise a range of complex tasks
- Excellent time and personal management skills including effective partnership working and problem solving skills

- Excellent written and oral communication skills
- Excellent numerical and analytical skills
- The ability to be firm, fair and resolute when dealing with service users, particularly in the context of informal or formal appeals against decisions about provision of services
- Competency in using Transport Technology to create and improve financial systems
- The ability to develop simple solutions to complex issues
- A willingness to adapt to change and be innovative in respect of information delivery
- Focus on continuous improvement
- The ability to pay attention to detail

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

- Advanced knowledge of Transport Information and support systems and related standards and protocols
- Experience and knowledge of transport specific software programmes, such as Routewise, Mobirouter, JAAMA, Trapeze or other.
- Has
- Ability to use Microsoft packages to include Project and
- An understanding of the needs, vision and constraints of ICT in relation to Passenger Transport provision

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- A Level 5 qualification or equivalent such as HND or Foundation degree or equivalent experience in a relevant subject such as Information Technology.
- Evidence of continuing professional development.
- Recognised qualification in project management such as PRINCE 2

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

- A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office

ADDITIONAL INFORMATION

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

- A commitment to customers
- A drive, initiative and enthusiasm and a flexible attitude to their role and the team
- A willingness to occasionally work outside normal hours
- A willingness to undertake any relevant training