SEN Travel Assistance Officer

Grade 6

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Directorate Purpose and Values

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the county council’s Economy, Infrastructure and Skills directorate (EIS). The vision for EIS is to help Staffordshire’s economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Service Purpose

To improve the County's economic prosperity by making Staffordshire a place where people can easily and safely access everyday facilities and activities through the highways and transport networks.

This will be accomplished by;

* Ensuring highway and transport strategies and programmes support economic prosperity
* Supporting and enhancing connectivity and equality of access in order that our transport activities contribute to the health and quality of life in our communities
* Maintaining and improving safety on our transport networks

The TCC Service comprises three teams;

1. Connectivity Strategy
2. Connectivity Support
3. Connectivity Operations

**Connectivity Strategy**

The Connectivity Strategy Team develops Staffordshire’s transport policy documents and provides expert advice to shape the connectivity strategy and ensure that the Infrastructure Development Plans associated with the Local Plans (produced by the eight district/borough councils) are fit for purpose. It also offers an in-house transport consultancy service, preparing assessments in support of the County Council’s development projects.

The team responds to developing national transport policies and takes a lead role in developing funding bids when transport funding streams become available

**Connectivity Support**

The work of this team centres on activities that support Staffordshire Connectivity Strategy. This support can come in a number of forms but principally it provides a) financial assistance for bus travel in the form of managing and administering the older person and disabled concessionary scheme and Young Person Travel Card scheme, b) provision and management appropriate public transport infrastructure, c) provision and management of public transport information and d) support for sustainable travel activities across Staffordshire

**Connectivity Operations**

The Connectivity Operations team is responsible for procuring transport journeys not possible by the network of commercially operated services. These activities are currently being reviewed as part of the holistic transport review.

Procurement activity is split between three main areas; a) mainstream home to school transport, b) Special Educational Needs (SEN) transport and c) the provision of public services which are not provided commercially but are considered necessary on the grounds of social need.

The team also has close links with staff in the People Directorate and procures some, but not all, of the transport required for vulnerable adults and children. The team works with and supports community/voluntary transport providers

Reporting Relationships

Responsible to: Senior SEN Travel Assistance Officer/Team Leader

Responsible for: Such staff as may be placed under the postholders control from time to time.

Key Accountabilities:

The job holder will be based within the Connectivity Operations Team, providing service planning, monitoring, client assurance, operational delivery and auditable services for Special Education Needs, Looked After Children, Excluded and Post 16 travel assistance within Connectivity Operations. In the provision of the wider contracted SEN travel assistance the post-holder will contribute to projects across Connectivity Operations. Core responsibilities include:

1. Responsible for the administration of Special Education Needs travel assistance ensuring compliance with the Council’s contract procurement and terms and conditions requirement, contractual assurance and safeguarding operations in accordance with statutory legislation.

2. Support the development of procedures and processes which are wholly compliant with UK and EU regulations and Staffordshire’s contractual terms and conditions and safeguarding requirements, duly amended for legislative and contractual changes.

3. Assist in the Development of SEN travel assistance services which provide value for money and demonstrate effective budgetary management through the analysis of personal data and delivery of best value travel assistance.

4. Develop travel assistance programmes consistent with the introduction and implementation of Education, Health and Care Plans to secure the best outcome for young people across their education and training wholly compliant with all legislation, Data Protection and the Council’s policies and procedures.

5. Prepare and deliver training programmes and documents for contracted operators to ensure complete contractual and legislative service understanding, consistent with the monitoring programmes and audits.

6. Assist in the identification and development of partnership working with partners in parents/guardians, Department for Transport, Driver Vehicle Licencing Agency, District Licencing Authorities, Operators, schools and colleges and work within the context of the Council’s wider Planning and Transportation objectives.

7. Monitor operational performance against contractual requirements and work with partners to effect remedial action.

8. Manage and produce performance reports for internal and external partners which may include Judicial Reviews.

9. Actively contribute to the performance improvements with T&CC, e.g., ICT systems, quality assurance, delivery processes, partner engagement, and policy and procedure developments.

10. Represent the Council at legally constituted enquiries as required.

11. The post-holder should be prepared to undertake further training as and when required.

12. The post-holder should be prepared to undertake such other duties as may be allocated from time to time in accordance with the general nature and grading of the post, including working outside normal office hours. Such other or alternative duties as may be allocated in the light of the experience, training and knowledge of the post-holder and the level of the grading and salary of the post-holder.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the County Council’s corporate climate change strategy.

**Health and Safety**

Ensure a work environment that protects people’s health and safety and that promotes welfare and which is in accordance with the County Council Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Level 3 Qualification in an appropriate subject or equivalent experience * 5 GCSE’s (grade c or above or equivalent) | A/I/T |
| **employer_small**  employer_small  employer_small  employer_small | **Knowledge and Experience**   * Significant experience the administration, planning and delivering complex passenger transport services or other customer focused public services. * Demonstrable understanding of passenger transport operations and legislation governing the provision of SEN travel assistance services. * Proven ability to understand of complex client needs and legislation, and the ability to interpret these into transport requirements. * Proven ability to work with sensitive data in compliance with Data Protection and Safeguarding legislation and audit compliant. * Demonstrable understanding of equality and disability legislation with particular reference to transport. * Experience of working within a high-pressure environment ensuring deadlines are met to ensure SCC complies with all transport and education legislation relating to pupils school attendance. * Experience of using pupil information managements systems eg. Capita One. * Experience of working within a Local Authority or transport environment. * Understanding of the relevant financial and audit procedures essential to the function. | A/I |
| **employer_small**  employer_small  employer_small  employer_small | **Skills**   * Ability to assimilate, analyse and interpret complex information. * Ability to deliver financial, customer service and operational performance targets. * Excellent IT skills and the ability to effectively use Microsoft applications. * Excellent written and verbal communications skills and the ability to produce quality reports. * Excellent organisational and time management skills and the ability to meet planned and unplanned deadlines. * Ability to think logically, be persuasive, rapidly assess situations and make quality operational and financial evidence-based decisions compliant with policies and processes. * Ability to deal effectively with customers and partners to diffuse difficult and confrontational situations and explain the rationale for decisions. * Demonstrate excellent interpersonal skills as the position involves working with all levels of staff across a range of organisations and service areas. * Flexible approach and a demonstrable ability to respond positively to changes in allocation of work at short notice eg. Provision of emergency transport provision for Looked After Children. * Self motivated, flexible approach with an interest in delivering quality services either through own initiative or a part of a team. | A/I |

**employer_small**If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job center plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Talent and Resourcing team on 01785 237800**

**Shared Services on 01905 947446**