Area Support Assistant
Grade 5

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

**Our Outcomes**

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

**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, flourish and contribute to our ambitious plans. Our values are at the heart of 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.

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## About the Service

The aim of the School Crossing Patrol Service is to ensure that children and adults can travel easily and safely whilst on their journeys to and from school.

School Crossing Patrols (SCP) were established by the School Crossing Patrol Act 1953 and implemented through the School Crossing Patrol Order 1954. The Road Traffic Regulation Act 1984 gave Local Authorities the power to appoint SCPs to help children cross the road on their route to or from school between the hours of 8:00am and 5:30pm. The Transport Act 2000, which came into force in 2001, amended the 1984 Regulations to permit Patrols to operate “at such times as the authority thinks fit”, and to stop traffic, to help all pedestrians to cross the road whether or not they are travelling to or from school.

Staffordshire County Council has managed the School Crossing Patrol (SCP) Service since 1993 following its transfer from Staffordshire Police.

The service operates at 250 sites across Staffordshire and sits within Highways and Built County.

Reporting Relationships

Responsible to: School Crossing Patrols Manager

Responsible for: N/A

Key Accountabilities:

This role provides operational support for Area Managers and assists in delivering a safe and efficient service.

* Support the Area Manager by undertaking site assessments of crossing locations in accordance with national guidance to ensure a safe service is delivered.
* Support the Area Manager by liaising with individual Patrols, undertaking site supervision and welfare visits resolving issues either by direct action or referring to management as necessary.
* Assist with the delivery of training sessions (e.g. induction, on-site and safeguarding) for the patrols by organising events and ensure record keeping is accurate and maintained.
* Assist with the delivery of recruitment drives and road safety initiatives by liaising with schools, parents, local councillors to promote events and distributing advertising / material.
* Effectively communicate with all stakeholders including Members, parents, pupils, head teachers, teachers, chair of governors and parish councillors and resolve frontline issues or refer to the appropriate officer.
* Assists with the management of the stock levels of all equipment for the service by undertaking stock takes and monitoring volumes.
* Responsible for entering and maintaining of up-to-date information on the SCP database to ensure information is accurate and communicated when required.

It may be necessary on occasions for the post holder to work outside of normal office hours.

 Regular travel throughout the county will be required.

**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 Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s 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*** NVQ Level 2 Diploma in Business Administration or a minimum of five GCSEs grades A\*-C / 4-9 (including Maths and English) or experience commensurate with the key accountabilities of the role
* An IT qualification equivalent to the competency level of ECDL or equivalent experience
 | A/IA/T |
| **employer_small** | **Knowledge and Experience*** Experience of working within a team environment
* Effective keyboard skills and ability to use computer packages including Outlook, Word and Excel
* Ability to work with minimum supervision
* Ability to assimilate and provide accurate information
* Experience of working within procedures and policies
* Experience in dealing with and responding to enquiries
 | A/IA/TA/IA/IA/IA/I |
|  | **Skills*** commitment to delivering excellence and quality.
* Effective verbal and written communication skills – with the ability to present and disseminate information clearly.
* Interpersonal skills with the ability to interact with a diverse audience.
* Self-motivated
* Effective time management with flexibility to multitask prioritise and adapt
* Able to handle confidential matters with integrity.
* Full clean UK driving license and ability to drive around the County.
 | A/IIA/IA/IA/IA/IA/IA/I |

This post is designated as a casual/essential car user

**** 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 centre 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 & Resourcing Team 01785 278300

**Shared Services on 01905 947446**