

Travel Assistant Officer

Service: Trafford Travel Co-ordination Unit
Grade: 5
Reporting to: Trafford Travel Co-ordination Unit Manager

Responsible for: Co-ordinating the Council's Travel Assistance Unit and taking responsibility for travel assistance for a group of schools.



TRAFFORD
COUNCIL

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- To contribute to the Council's travel assistance offer across the Children, Families and Wellbeing Directorate.
- The role will support the activity of coordinating the internal council workforce, external transport providers; working with key stakeholders in Education, Health and Social Care and representing the council at meetings and sector improvement.
- The key function of the role will be to review, quality assure and improve current service delivery to ensure efficient use of resources to deliver a high quality service whilst balancing expenditure to deliver best value transport solutions for passengers.
- Each Travel Assistance Officer will specialise in a specific area as stated in the job description

Key duties

- To contribute to a solution based culture where applications are dealt with on an individual basis and principles of safeguarding and achieving value for money are core to decision making.
- To build strong relationships with schools, parents, passenger assistants and transport providers to consider viable and effective travel assistance solutions.
- To liaise with schools, parents, passenger assistants and service providers through verbal and written communication.
- To line manage the Passenger Assistants; co-ordinating, planning and processing and approving work activities

(timesheets), overtime and leave; conducting performance monitoring reviews; attendance management; and supervision and continuous professional development of staff in accordance with Trafford Council policies and procedures.

- Ensure that all front-line staff absence cover is dealt with in a timely manner to maintain delivery of all essential services utilising the bank of casual and contracted workers to provide cover at short notice.
- To process orders, invoices and payments in accordance with financial regulations.
- To implement agreed policies and procedures whilst offering professional guidance to other key stakeholders as appropriate on travel assistance.
- To log and escalate complaints where appropriate, including the co-ordination of complaints in line with pre-agreed SLAs, ensuring ownership through to successful conclusion.
- To support activities across the service including covering on routes for passenger assistant during times of high demand. This will include having responsibility for the care, comfort and safety of passengers during journeys between their homes, schools, Trafford Establishments and various destinations inside and outside the Borough.
- To undertake any other duties commensurate with the grade of the post.
- **Responsibilities in relation to**
- To ensure that all travel assistance applications follow process and are authorized against criteria and at the agreed level.
- To ensure that all appeals are dealt with in line with the Council's appeals process.
 - To maintain an accurate management information system in relation to eligible pupils and their provision, using this system to set up review dates and carry out regular and robust monitoring of the support in place.
- To support the commissioning, development and implementation of Independent Travel Training.
- To ensure effective utilisation of the Demand Responsive Transport Management System, as the primary tool for scheduling

journeys including training staff and implementing system updates.

- To conduct mini tenders via the Chest to award contracts for social transport.
- To make constructive responses and researched proposals for run optimisation, in order to achieve required savings from the Travel budgets.
- To identify local training needs within the service of front-line staff and help develop on the job training programmes and deliver comprehensive service induction and training program.
- To monitor supplier and workforce performance, compliance with legislative, contractual and safety requirements including conducting onsite inspections of records and activities.
- To provide regular statistical information to enable benchmarking and highlight emerging trends which inform management decisions regarding service delivery.

About You

Qualifications and Professional Development

- Recognised level 4 qualification or equivalent
- Minimum GCSE English, Mathematics or equivalent.

Experience and Knowledge

- Experience of working with young people, families and vulnerable adults with a range of complex needs
- Proven organisational and planning skills
- Experience of conducting risk assessments
- Effective handling of customer enquiries through to conclusion

- Proven relevant experience of working in a transport related field
- Experience of monitoring service delivery to meet service objectives
- Experience of operating and maintaining management reporting systems
- Role and function of the SEN Assessment Team in a Local Authority
- Knowledge of issues relating to young people, families and vulnerable adults with a range of complex needs
- Knowledge and understanding of the statutory assessment of children with Special Educational Needs(SEN)
- Knowledge of relevant and current guidance and legislation about home to school transport

Skills and abilities

- Excellent verbal and written communication skills involving negotiating, persuading and conflict management
- Ability to utilise modern IT systems to maximise efficiency
- Ability to produce reports and other documentation
- Ability to identify areas for improvement and develop solutions to increase efficiency and effectiveness.
- Ability to prioritise and manage time/ activities effectively
- Ability to work in a team and support colleagues

Special Conditions

- This role may be required to regularly travel throughout the borough and work outside of core hours

- This job functions in what is a highly sensitive and complex area of work, always requiring the post holder to be able to understand and maintain confidentiality when dealing with issues such as Child Protection, medical information etc
- There is a requirement for candidates to have an enhanced DBS

Date prepared/revised: September 2019

Prepared/revised by: SR/SE

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.