

Training & Recruitment Officer – Grade 10

Job purpose

The Passenger Travel and Transport Service assesses the needs of children and their families, and provides suitable and safe travel solutions for eligible pupils with special educational needs and disabilities (SEND). As well as arranging escorted transport for approximately 750 pupils to schools within Kirklees and beyond, other travel options can be arranged such as independent travel training, mileage reimbursement and other suitable personalised arrangements. The service also arranges transport for other services including adult day care, after school clubs, Post 16 college transport and for short breaks/respite.

This role is based within Public Protection which is part of Environment & Climate Change. Find out more about [working for Kirklees](#).

Key areas of responsibility

This is a new post which has been created to work in the Travel Assessment Unit, part of the Passenger Travel Team. You will work closely with and support the Senior Travel Assessment Unit officer, ensuring that a high quality, child focused and value for money service is delivered to those that need it most.

You will be responsible for the development, planning and delivery of training and related activities to approx. 160 Passenger Assistants (PA's), plus staff within the Passenger Travel Team. With the support of the management team, you will develop, review and update training activities to facilitate continuous improvement to service delivery and ensure all PA's have the skills to support SEND children when travelling to school on transport. The post holder will be supported by a business support officer and will have access to the services of the Corporate Learning and Organisational Development Team and other providers to support training development and provision. You will also be responsible for the recruitment of Passenger Assistants, with support from Transport Officers and Passenger Assistant Supervisors.

You will work alongside colleagues in the Passenger Travel Team to ensure that a high quality, customer focused and value for money service is delivered. You will help to identify and deliver service improvements and work effectively with suppliers and stakeholders to ensure that customer needs are met and risk is minimised.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant

and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young.

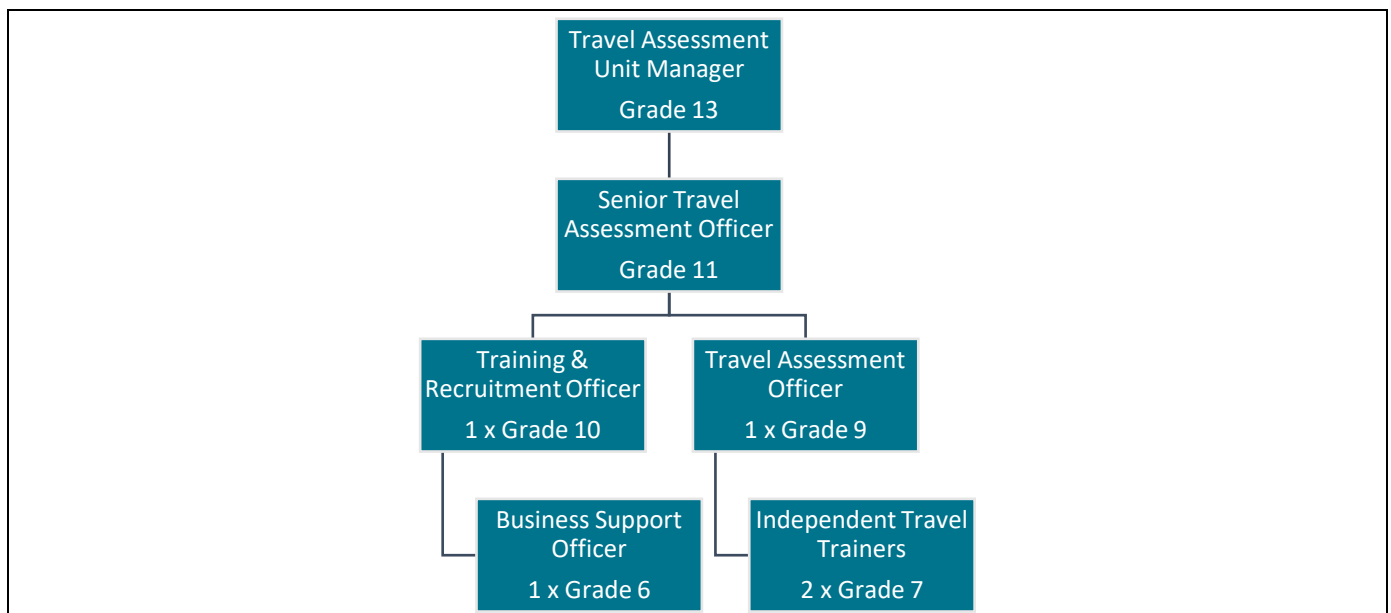
Your key areas of responsibility will include:

- Responsibility for managing the delivery of training to all Passenger Assistants and office base staff (including induction, Safeguarding, Health and Safety, understanding different disabilities and special needs, emergency medications etc.)
- Ensuring that training is developed and delivered to meet the requirements as set out in Department for Education (DFE) Home to school travel and transport guidance.
- Responsible for evaluating the needs and current practices, creating and delivering a training development plan including materials, tutorials, instructions and learning resources such as on-line modules and guides.
- Working with service managers, ensuring that the training needs of groups of staff and individuals are identified, to ensure the continuous improvement of employees and the service.
- Researching, updating and implementing alternative training strategies to overcome any training problems.
- Maintaining and updating IT systems to monitor and manage training records of staff and ensuring that refresher training is undertaken as necessary in a timely manner.
- Keeping up to date with current standards and legislative requirements, and ensuring that levels of training are kept to a high standard.
- Consulting and working with partners and stakeholders to support the development and delivery of training programs.
- Responsibility for the recruitment of passenger assistants, with support from officers in the Passenger Travel team.
- Implementing and maintaining appropriate evaluation mechanisms to ensure continued monitoring of training programs.
- Ensuring that all council personnel policies and procedures are followed.
- Producing management reports on training delivered, training outstanding and other training issues that may be required.
- Contributing to the Team Plan and Annual Training Plans for all staff.
- The development of excellent working relationships with service managers and delegates to ensure that the training function continues to meet their needs.
- Responsible for the management of the training administrator to ensure that the role is carried out effectively.
- Responsible for the achievement of a high level of customer satisfaction by proactively seeking feedback from delegates and service managers, and building that feedback into training planning and delivering. When seeking feedback, you will be responsible for ensuring mechanisms are in place for gathering feedback from participants on the relevance of the training experience and the extent to which individuals have met their learning objectives.
- Ensure the accurate completion of required documentation and maintenance of records related to the service and ensuring that financial and quality procedures are followed.
- Working with service managers, ensuring that the training needs of groups of staff and individuals are identified, to ensure continuous improvement of employees and the service.

- Responsible for managing costs for the provision of training and associated equipment, identifying and correcting variances to the budget. This includes being responsible for the training budget and monitoring finances associated with training activities, for example, the cost of room bookings, external trainers and resources.
- To work with and support the Travel Assessment Unit team manager with responsibility for the budget up to £5m.
- Responsibility for ensuring GDPR requirements are in place and are reviewed as necessary.
- Working in a high pressured environment, you will ensure that essential training is developed and delivered to support a high number of staff who work remotely with children, families, and schools.
- Supporting the team in working with parents/support groups of children with SEND, Children Services and other Health and Social Care professionals regarding service provision.
- Attend regular meetings (including Chair) with schools, parent groups and other council services in order to share service related information and industry new.
- Working with parent groups to build relationships and a strong understanding of the needs of families of SEND children.

You will be based in an office environment but will be required to attend meetings with school and with other Council Services or external agencies within Kirklees and sometimes beyond. This will include meetings with parent led support groups. You will also be required to visit Passenger Assistants at various locations across Kirklees. The purpose of these visits will support you in understanding their role, and the continued learning and training needed to support them day to day.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Experience of developing and delivering training courses to a wide group of people	Essential
Knowledge and experience of Special Educational Needs and Disabilities	Essential
Hold a recognised training qualification or equivalent experience.	Essential
Knowledge and understanding of Health and Safety statutory requirements and DFE Home to school travel and transport statutory guidance and the Education and Inspections Act 2006.	Essential
Effective presentation skills and public speaking	Essential
Experience of effectively managing/prioritising a demanding workload and proven ability to meet deadlines and manage time effectively	Essential
Strong communication skills	Essential
Strong knowledge and use of IT skills	Essential
Proven track record of service delivery to an agreed level of performance and standard	Essential
Team player style of approach, read to take on any challenge	Essential
Experience of managing customer expectations	Essential
Strong research skills, creativity and enthusiasm for learning	Essential
Experience of working in a Passenger Transport environment, transporting people with SEND	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Travel to various locations in order to carry out the duties of the job. Possession of a full and valid driving licence and a car available for work or able to travel independently (exceptions can be made for disabled applicants).	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

DBS check at the appropriate level

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Environmental Services	Grading ID	67080
Job ID		Last Updated	10.11.2020
Job Focus	n/a	Career Progression	n/a

Contractual Variants

DBS Category	Children	DBS Type	Enhanced & Barred
Health Check	n/a	Politically Restricted	n/a
24/7 working	n/a	Public Holidays	n/a
Night Working	n/a	Alternating Pattern	n/a
Standby	n/a	Other	n/a