

Travel Assessment Unit Officer – Grade 9

Job purpose

This is a new post which has been created to work in the new Travel Assessment Unit, part of the Passenger Travel Team. The Travel Assessment Unit assesses pupils and the family's needs, and provides suitable and safe travel solutions for eligible pupils with special educational needs and disabilities. 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 personalized 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

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 families who need it most.

You will be responsible for assisting the Senior Travel Assessment Unit Officer with the day to day delivery of the Travel Assessment Unit, ensuring the Unit works closely with families to assess and plan for travel support, seeking a safe, efficient and effective travel solutions to improve outcomes for Children with Special Educational Needs Disabilities, also helping to develop effective relationships with customers and clients ensuring that the service is delivered in line with agreed contracts and policies and procedures.

You will work alongside colleagues in the Passenger Transport Team to ensure that a high quality, customer focussed 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.

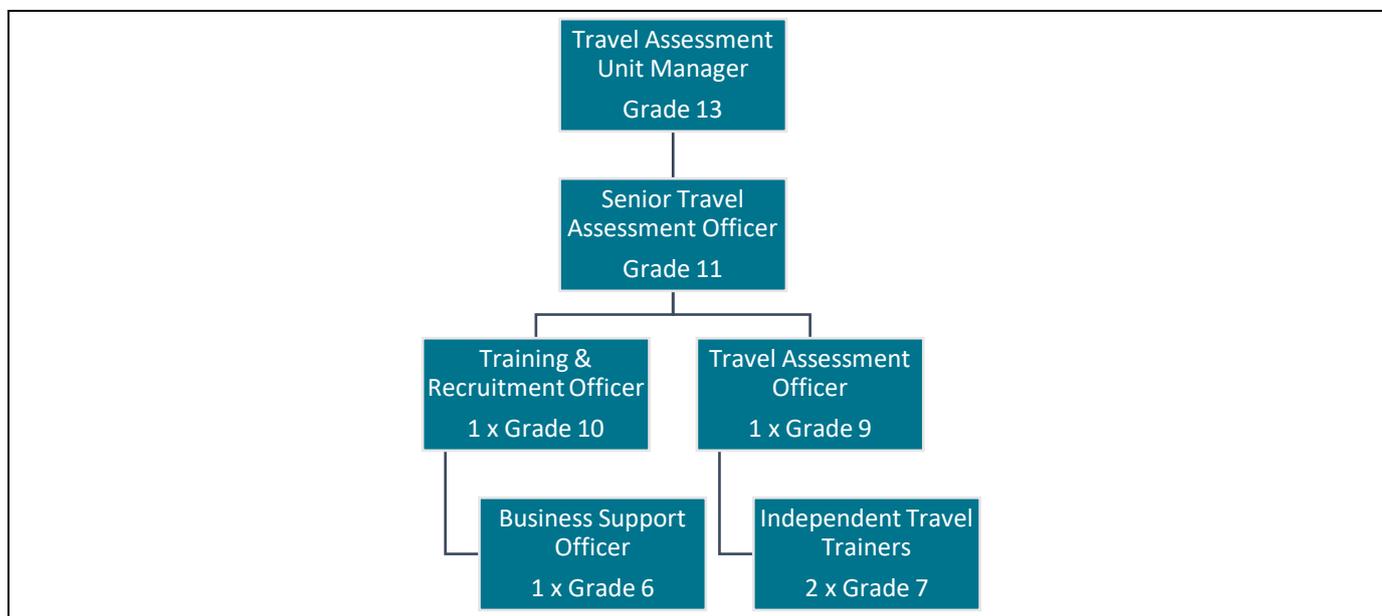
Your key areas of responsibility will include:

- Ensuring the Council fulfils its statutory duty in the undertaking of home to school travel assessments, planning of travel solutions and reviews for eligible children and young people.

- The achievement of a high level of customer satisfaction by developing effective customer relationships, seeking feedback from customers and keeping them informed of service changes.
- Contributing to the delivery of a customer focussed travel service, which continually develops in line with changing customer needs and expectations.
- Meeting with families on a daily basis to understand their travel needs and aspirations and those of their child/children facing frequently challenging and difficult circumstances.
- Ensuring that applicants for transport are correctly assessed, reviewed and allocated to appropriate transport arrangements.
- Dealing effectively with service queries from service users, passenger assistants, transport operators, commissioning agents and other Council services.
- The provision of a prompt and effective response to enquiries, requests and complaints.
- The maintenance and updating of accurate records of customers and their needs.
- Ensuring that all council personnel policies and procedures are followed.
- The achievement of a high level of customer satisfaction by developing effective customer relationships, seeking feedback from customers and keeping them informed of service changes.
- The provision of a prompt and effective response to enquiries, requests and complaints.
- The maintenance and updating of accurate records of customers and their needs.
- Decision making on best travel solution to meet the family's needs.
- To assist and support the Travel Assessment Unit team for the budget up to £5m.
- Responsible for developing creative travel solutions which are cost effective and value for money.
- Responsible for ensuring GDPR requirements for the service are followed
- High pressured environment, particularly during the summer term, ensuring the most appropriate travel arrangements are put in place for children in discussion with families, schools and other partner agencies.
- Working with parents/support groups of children with SEND, Children Services and other Health and Social Care professionals regarding service provision.
- Visiting schools and building effective working relationships to share information and working practices in line with school procedures
- Building and maintaining working relationships with other local authorities and partners, to share knowledge and good working practices
- Travelling across the authority to visit families in their home or agreed location, such as customer service centres, and having good geographical knowledge of the area.

You will be based in an office environment but required to attend meetings with families in their homes, school, and with other Council Services or external agencies within Kirklees and sometimes beyond. Home visit will sometimes be in difficult and challenging domestic conditions, seeking travel solutions. Due to the sensitive and sometimes complex nature of needs for some service users, the post holder may be exposed to emotionally challenging circumstances and sometimes verbal aggression, either via telephone or in person and the post holder needs to be skilled in de-escalating volatile situations and recognising when to discuss this with the Manager when required.

Position of job in organisational structure



Employee Specification

| Knowledge, qualifications, skills and experience | Shortlisting criteria |
|---|------------------------------|
| Knowledge and experience of Special Educational Needs, Disabilities and medical conditions and mobility issues | Essential |
| Knowledge and understanding DFE Home to school travel and transport statutory guidance and the Education and Inspections Act 2006. | Essential |
| Experience of managing difficult situations whilst working in a demanding, fast paced working environment, and be able to demonstrate resilience in such situations | Essential |
| Experience of effectively managing/prioritising a demanding workload and proven ability to meet deadlines and manage time effectively | Essential |
| You are able to deal with conflict and negotiate agreements. | Essential |
| You will have a clear understanding and awareness of the impact of SEND on individuals and their families. | Essential |
| Proven track record of service delivery to an agreed level of performance and standard. | Essential |
| Team player style of approach, ready to take on any challenge. | Essential |
| Experience of managing customer expectations. | Essential |



| Knowledge, qualifications, skills and experience | Shortlisting criteria |
|--|------------------------------|
| Knowledge and experience of using computerised/digital systems and processes | Essential |
| Experience of providing support to children and families | Essential |
| Experience of working with multiple services/schools/organisations | Essential |
| Experience of financial procedures/processes | Essential |
| Sound knowledge of the geographical areas of Kirklees and surrounding boroughs | Desirable |
| 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](#).

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

DBS check at the appropriate level

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:

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|--------------|------------------------|--------------------|------------|
| Job Category | Environmental Services | Grading ID | 67090 |
| 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 |