

## A Day in the Life -Business Support Officer Passenger Travel

An exciting opportunity has arisen within the Council's Passenger Travel Team for the role of a Business Support Officer. You will play a key role as the business support team is a crucial to the wider team to provide a high-quality service for children and their families in Kirklees. This role requires a motivated, flexible and pro-active individual who can prioritise a variety of tasks in different areas of work but who is also able to identify and make suggestions as to how we may be able to improve how we do things.

The Transport Team is part of Public Protection and Environmental Health. Responsible for making suitable travel arrangements for children and young people with special educational needs, disabilities and medical conditions, also for eligible children and young people attending mainstream schools.

There are two arms to the Passenger Travel Service, Passenger Transport and the Travel Assessment Unit, this post will support with tasks across the Service.

**Passenger Transport** – Plan and organise the home to school transport routes, this could include travelling on minibus or taxi, in certain cases, the child is escorted by a passenger assistant.

**Travel Assessment Unit** – Assess travel applications to determine a travel solution i.e. passenger transport, parent mileage or independent travel training.

There are lots of different tasks that the team's business support officers complete, here are some typical examples, this supplements the tasks outlined in the generic job profile:

- Communicating with a wide range of individuals, via phone or email, for example, parents/carers, travel providers. As a business support officer, you are the first point of contact so you may find yourself dealing with individuals who are upset and/or present challenging behaviour
- Undertake financial administration, including placing orders, processing payments using electronic systems and problem solving where necessary in relation to payments and billing
- Processing on the Council's financial system (SAP)
- Assisting, as directed, with the tendering process for passenger travel operators
- Administering approved Driver Badges
- Assisting, as directed, in emergency situations, such as vehicle breakdowns or incidents relating to safeguarding or health and safety
- Dealing daily with confidential and sensitive information
- Supporting colleagues with IT issues, formatting and/or creating documents in Microsoft Word, Excel, Publisher, PowerPoint
- Sourcing, ordering and maintaining levels of stock, such as PPE, uniform, stationary

As a team we are based at Flint Street, Fartown, however at present the team is working from home for most of the time.

If you are looking to work in a fast-paced environment with a varied workload, then this is the position that you are looking for.