

Senior Travel Assessment Unit Officer – Grade 11

Job purpose

This is a new post which has been created to work in the new 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 Travel Assessment Unit Manager 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 Travel Assessment Unit Team Manager with the day to day delivery of the Travel Assessment Unit, ensuring the Unit works closely with families to assess and plan for creative travel options, seeking a safe, efficient and effective travel solutions to improve outcomes for Children with Special Educational Needs and their families, 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 solution and reviews for eligible children and young people.
- Supporting the Travel Assessment Unit Team Manager to deliver high quality services to those families who need them most.
- Assisting the Travel Assessment Unit Team Manager to develop and deliver a cost- effective travel assessment service that responds to the changing needs of service users, their families and other agencies including schools.
- Promoting independent travel and review at each Key Stage to change culture/embed message of independence and increasing life chances for children and young people.
- Deputising for the Travel Assessment Unit Manger where required locally and regionally, liaising with key partners, senior management and other public service providers
- Working alongside the Passenger Transport Team Manager and the Passenger School Transport Team ensuring good working practices and crossover of sharing of information business.
- Assist the Passenger Transport Team manager in the investigation of safeguarding/child protection and health and safety concerns, working in cooperation with colleagues in Children's Services, Local Authority Designated Officer (LADO), Kirklees Licencing, and external organisations including the Police and the regional Traffic Commissioner.
- Ensure health and safety policies, procedures and systems are reviewed, updated and communicated, and to ensure health and safety audits
- Ensure the team are supported to deal effectively with the emotional pressure of working in a demanding and complex service.
- Ensuring the travel assessment process is transparent and accountable, working closely with families to understand their needs and aspirations regarding travel and independence.
- Meeting with families on a daily basis to understand their travel needs and aspirations and those of their child/children, often facing challenging and difficult circumstances
- Ensure excellent operational communication within the team, and with partners, including contractors, schools and other Council services.
- Ensuring the Passenger Transport Team have access to suitable systems and resources to enable them to undertake their duties, which includes office and home based staff, and remote workers.
- Decision making on best travel solution to meet the family's needs.
- Appropriate support and guidance is provided to transport assistants to enable them to resolve operational problems.
- The provision of a prompt and effective response to enquiries, request and complaints.
- Responsible for decision making regarding the most appropriate travel solutions in line with national legislation and local policy and working with the Travel Assessment Unit Manager to consider creative and innovative travel solutions in line with best practice.
- Responsible for day to day management of the team, including managing and guiding team members, managing budgets and resources to meet performance and financial targets.
- Ensure the team receive relevant training and development.
- Will need to advise and inform senior managers and elected members when appropriate in the absence of Travel Assessment Unit Manager.

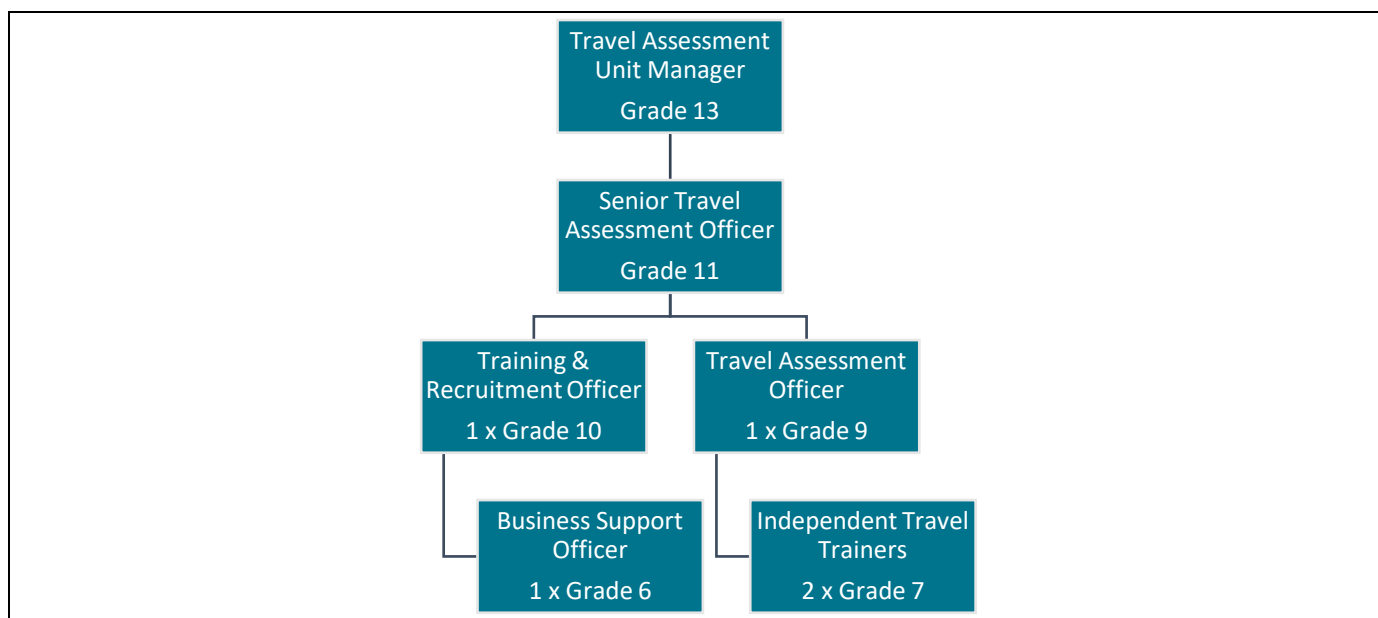
- Represent the Travel Assessment Unit and service locally, including regional school transport forums and local support groups.
- Decision making where difficult situations have emerged and have been elevated by the team. Especially where safeguarding or financial implications have been identified.
- Responding to enquiries, requests and complaints and supporting officers to provide responses at an appropriate level.
- To assist and support the Travel Assessment Unit Team Manager for the budget up to £5m
- To ensure the team has sufficient and suitable equipment available to enable them to undertake their duties, including computerised equipment for office/home based staff.
- Supporting the Travel Assessment Unit Team Manager in bidding for funds to provide new or different services.
- Responsible for ensuring GDPR requirements are in place across the service and reviewed as necessary.
- You can demonstrate the ability to advise and recommend appropriate, cost effective travel solutions, giving consideration to efficient use of resources and quality assurance
- Working in a high pressured environment, particularly in preparation for and at the start of a school year, ensuring the most appropriate travel arrangements are put in place for children in discussion with families, schools and other partner agencies.
- Supporting the Independent Travel Trainers in delivering training alongside Head teachers, drivers, operators and parents to ensure safeguarding requirements are met.
- Supporting the Travel Assessment Unit Team Manager to evaluate and review individual travel solutions.
- 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.
- Dealing with and resolving complex cases that have been elevated by the team including decision making.
- Dealing with, and supporting staff to deal with often difficult and challenging situations relating to children and their families, including Safeguarding/child protection incidents
- Occasional visits to schools, meeting with other council services, meeting with parent led support groups
- The post holder will ensure the continuing development and delivery of safe, effective and efficient travel services for vulnerable children and young people
- Undertaking 1:2:1's, appraisals and team meetings and feeding any outcomes to the Unit Manager.
- In accordance with the Councils attendance management policy, effectively manage and support staff to manage, the sickness absence levels within the service.

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. Carry out home visit sometimes in difficult and challenging domestic conditions, seeking travel solutions. Whilst the role is office/home based the post holder will represent the team and occasionally the service at meetings with transport providers, other council services and external agencies.

Due to the sensitive and sometimes complex nature of needs for some service users, the post holder may be exposed to, and support staff who are 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 escalate this to the Manager when required.

The post holder will have excellent communication skills and have the ability to adapt their approach to support children, families, colleagues and multiagency professionals to facilitate planning and focus on outcomes, whilst remaining transparent in adhering to legislative, financial and commissioning requirements.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Significant experience of multi agency working, bringing organisations together with the child and their families at the heart of decision making, managing within conflicting priorities	Essential
Knowledge and understanding of relevant legislation, statutory guidance, policies and operational issues related to home to school transport and school travel assessment, including emerging best practice.	Essential
Experience of working closely with families, particularly those with SEND (Special Educational Needs and Disabilities), including hidden disabilities, understanding their needs, circumstances and aspirations regarding travel and independence and seeking to provide travel solutions	Essential

Knowledge, qualifications, skills and experience	Shortlisting criteria
Excellent Communication skills including verbal and written	Essential
Experience of Supervision, undertaking appraisals and 1:2:1's	Essential
Competent use of IT and digital technology with an awareness of social media	Essential
Experience of providing successful services focused on customer need whilst managing customer expectation.	Essential
Knowledge of safeguarding principles and the importance of a robust safeguarding approach.	Essential
Proven ability in problem solving and finding creative solutions	Essential
Experience of dealing with conflict and challenging situations	Essential
Experience of working directly with people with SEND	Essential
Sound knowledge of the geographical areas of Kirklees and surrounding boroughs	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](#).

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:

Job Category	Environmental Services	Grading ID	67070
Job ID		Last Updated	01.12.2020
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