

Transport Officer – Grade 9

Job purpose

The Passenger Travel and Transport Service assesses pupil and family need 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 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/respice.

Travel and Transport is part of a wider Public Protection Service which oversees Licencing, Environmental Health, and Land and Highways Registry.

You will be responsible for assisting the Senior Transport Officer with the day to day delivery of the service. You will be expected to provide support and guidance to business support staff, Passenger Assistant Supervisors and Passenger Assistants, who accompany customers on their journey. You will assess and arrange requests for travel assistance and deal with queries and enquiries from service users and transport operators and maintain accurate records related to the service.

You will work alongside colleagues and your manager 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 play a key role in developing effective relationships with customers and clients and will also be responsible for ensuring that the service is delivered in line with agreed contracts and policies and procedures.

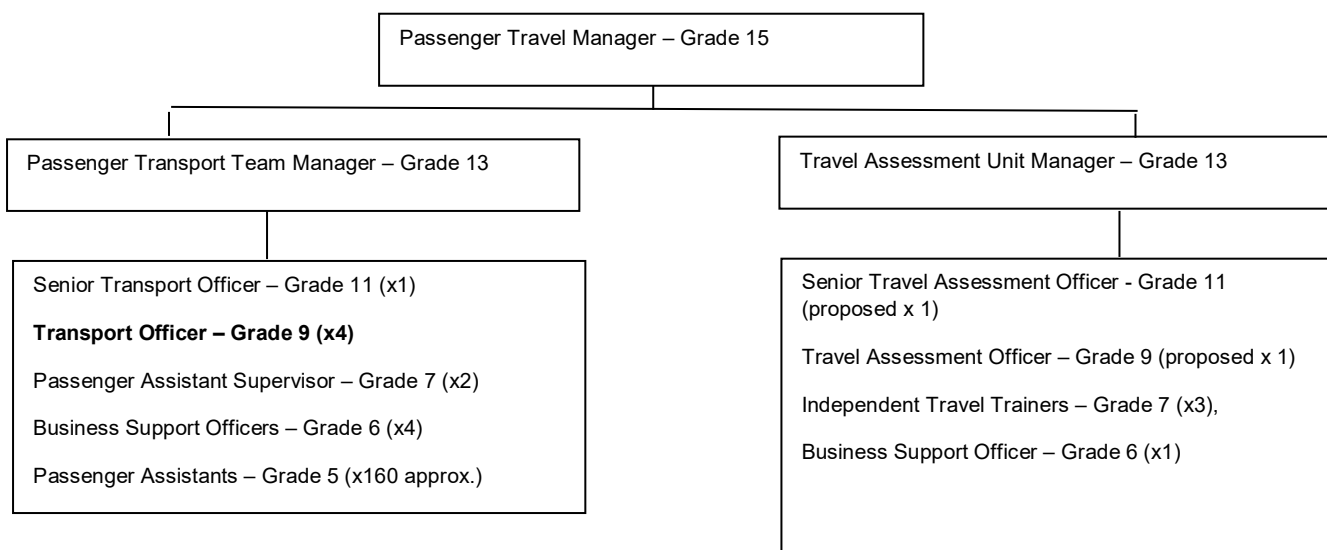
This role is based within [Economy and Infrastructure](#).
Find out more about [working for Kirklees](#).

Key areas of responsibility

- Contributing to the delivery of a customer focussed travel and transport service, which continually develops in line with changing customer needs and expectations
- Ensuring that applications 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
- Contributing to the adherence to service and legislative standards by verifying vehicle checks and DBS data
- Maintaining and verifying accurate information on walking and bus routes to ensure effective service delivery

- Undertake route walks to measure the statutory walking distance from School Bus Pass applicant's home addresses to their nearest qualifying school
- Represent the Transport Service at review meetings attended by other Council Services and external organisations in relation to children identified as being at risk or requiring a higher level of care or support. Make appropriate decisions and feedback outcomes to the Senior Transport Officer
- Project manage transport provision for special events organised by the council as required.
- To be responsible for, in line with Council procedure, the recruitment and selection of Passenger Assistants employed within the Service
- 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
- Planning, delivering and recording induction and other training for passenger assistants and drivers
- Assisting in the maintenance of high staff morale through the adoption of a supportive and consultative approach
- Appropriate support and guidance is provided to passenger assistants to enable them to resolve operational problems
- Council personnel policies and procedures are followed
- Providing out of hours cover to ensure that routes are resourced appropriately
- Verification of charges from operators and maintenance of appropriate invoice and payment records
- The accurate completion of required documentation and maintenance of records related to the service and ensuring that service financial and quality procedures are followed
- Prepare Transport Appeal papers which will be presented by management to Elected Members at appeal hearings
- Attend regular meetings including (Chair) with passenger assistants and schools in order to share service related information and industry news

Position of job in organisation structure:



Employee Specification

Knowledge, skills and Experience	Shortlisting criteria
Experience within a large organisation in a first line supervisory/manager position.	Essential
Knowledge and experience of Special Educational Needs and Disabilities.	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 meet deadlines and manage time effectively.	Essential
Proven track record of providing customer care to an agreed level of performance and standard.	Essential
Experience of managing customer expectations.	Essential
Team player style of approach, ready to take on any challenge.	Essential
Ability to travel to different locations e.g. schools as required	Essential
Knowledge and experience of using computerised/digital systems and processes	Essential
Experience of providing support to children and families	Desirable
Experience of working with multiple services/organisations/schools	Desirable
Experience of financial procedures/processes	Desirable

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](#).

Able to work unsocial hours

Driving licence or able to travel independently across Kirklees

DBS check required

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 ID ref No:

Last Updated: