

Job Description

Job Title	SEN and Social Care Transport Officer
Directorate	Neighbourhoods and Housing
Service Area	Passenger Transport
Grade	5
Competency Level	1
Salary	£30,060 - £34,314
Job Type	Office Based
Location	Newton Road Depot
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	

Job Purpose

To provide supervisory support and assist in the operation and administration of the SEN and social care Transport service. To assist in the administration of the Passenger Transport Service.

Directly Responsible For:

SEN and Social Care Transport Contractors and Passenger Assistants where required

Directly Responsible To:

Principal / Senior Transport Officer

Main Areas of Responsibility:

- To provide supervisory support to the Fleet and Transport Services Unit and supervision of transport staff, drivers and passenger assistants
- Liaise or correspond with service users, schools, daycentres and contractors regarding all aspects of service delivery
- Take ownership of and respond to complaints from schools or service users
- To make full and extensive preparations for routes to be exposed to competitive tender periodically by assisting the Specification writing and creating routes by day centre, school or other establishment. On an ongoing basis obtain quotations for new routes or services in accordance with procurement regulations
- Undertake risk assessments in respect to all aspects of the transport service and ensure compliance
- To generate orders using SAP, examine and authorise invoices and expenditure for goods and services
- To assist to manage staff including absences, maintain records and conduct return to work interviews. Conduct investigations into accidents and staff conduct
- To supervise staff in line with the council's policies and procedures including conduct annual appraisals
- To work on a flexible basis between 7:30am and 5:00pm based on the exigencies of the service to ensure the office is staffed accordingly
- To undertake any other professional duties which fall within the remit of the post as identified by and agreed with the Head of Service
- Ensure compliance with current legislation and policies regarding SEN Transport and Social Care Transport

- Liaise with contractors, service users, parents and carers, schools and daycentres regarding service delivery
- Ensure all controls in place regarding safe transport such as risk assessments and relevant equipment such as harnesses and child seats in use if appropriate

Supervision and Management Responsibility:

- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Ensure invoices and spend are accurately controlled and reported
- Oversee tender and contract information where appropriate, including contractor performance
- Raise purchase orders and ensure invoices are reconciled accurately
- Work within the procurement process and rules of Liverpool City Council when utilising goods and service

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Potential of having to travel to educational settings

- Sitting for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- An understanding of numeracy and literacy (A/I)

Desirable

- NVQ Level 3 or above

Experience

Essential

- General Office administrative experience (A/I)
- Experience working with IT systems including Microsoft Word, Outlook and Excel (A/I)
- Experience of working in a team (A/I)
- Experience of dealing with difficult phone calls and problem solving complex issues (A/I)

Desirable

- Experience of working in SEND or Social Care environment
- Experience in assessing risks associated with home to school transport or pupils with SEND

- Experience of managing instances of pupil challenging behaviours and finding solutions and recording actions taken
- Knowledge of route planning, vehicle scheduling and co-ordination
- Experience of utilising Excel spreadsheets and diverse ICT systems such as Capita One (EMS) or similar would be an advantage
- Experience in a passenger transport environment would be an advantage

Skills/Abilities

Essential

- Excellent written and verbal communication skills required (A/I)
- Able to interpret and understand policies and legislation relevant to Sen transport operation including eligibility criteria (A/I)
- Able to work with members of the public, parents, schools and other council officers effectively (A/I)

Desirable

- Able to work on own initiative to strict deadlines and also as part of a team to deliver collective outcomes
- Driving Licence, to make visits to educational establishments simpler, and utilise Council vehicles
- Awareness of Data Protection and confidentiality

Commitment

Essential

- Ability to work flexibly between 07:30 and 17:00 Monday to Friday dependent on the exigencies of the service (I)
- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users / partners (A/I)
- To practise and promote equality of opportunity and non-discriminatory practice (A/I)

Desirable

- Act, at all times, with integrity, honesty and respect for others, promoting diversity, equality of opportunity and challenging unfair discrimination
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to the City Council's Equal opportunities Policy
- A commitment to the local authority's policy on Inclusion

Other

Essential

- Ability to supervise staff from grade 2-4 (A/I)
- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

Desirable

- A positive attitude towards training and development