

## Job Description

<b>Job Title</b>	Independent Travel Trainer Team Leader
<b>Directorate</b>	Children and Young Peoples Services
<b>Service Area</b>	Early Help
<b>Grade</b>	7
<b>Competency Level</b>	2
<b>Salary</b>	£38,223 - £43,421
<b>Job Type</b>	Hybrid
<b>Location</b>	Transport Office/ Parklands Customer Focus Centre (CFC)
<b>Disclosure and barring service (DBS)</b>	Enhanced DBS
<b>Job Evaluation Ref No</b>	A8670

## Job Purpose

To manage, develop and lead a team of Independent Travel Trainers, ensuring a high standard of service delivery in line with the vision and values of the City Council

To manage, deliver and evaluate classroom training programmes to support young people to travel independently

To deputise for Independent Travel & Personalised Transport Manager when required

## **Directly Responsible For:**

Independent Travel Trainers

## **Directly Responsible To:**

Independent Travel & Personalised Transport Manager

## **Main Areas of Responsibility:**

- To performance manage the Independent Travel Training Team, ensuring that regular KIT meetings and PRDs are carried out in accordance with Council Policy
- To support the planning, co-ordination and delivery of travel training, to the required standard, to a wide range of young people and adults with a variety of needs, to assist them to travel independently to access education, college and other educational settings.
- To be proactive in building and maintaining strong and effective communications and relationships with a range of internal and external stakeholders. Including families, Head teachers and other school-based staff, providing advice, as necessary on the Home to School Transport Policy
- To use innovate methods of delivery, including digital ICT, when delivering training to young people
- To work strategically to ensure that all opportunities to make financial savings in the provision of SEN Transport are continually explored.
- To oversee, plan and schedule the delivery of Open Awards Accredited Training Courses, Badge of Excellence and other training programmes to schools and colleges
- Champion team working, fostering high morale and effective collaboration

- To provide training and delivery of L2 Accredited Course – Skills in Teaching Independent Travel to all new staff and ensure that follow up evaluations against the course standards are completed within the agreed timescales and acted upon.
- To complete regular Quality Assurance checks on all Independent Travel Trainers, through observation/spot checks and paperwork audits of all Travel Trainers. Ensuring that all mandatory Travel Training processes & procedures are fully adhered to.
- To recruit, induct and provide training for new staff and contribute to the coaching and development of the team.
- Ensure the performance of the team against agreed targets and performance indicators via regular and effective monitoring and analysis.
- To ensure that all team members are kept fully informed of the team's performance and are enabled to contribute towards improving performance.
- To work in close liaison with SEN Transport Manager and Independent Travel & Personalised Transport Manager to provide an integrated service to schools/colleges/settings and children & families by adopting a Team Around the School approach
- To publicise and promote, acting as an Ambassador of the Travel Training Programme, working closely with all stakeholders, internal & external to ensure a full understanding of benefits is achieved, with the aim of increasing engagement and improving outcomes for young people & adults
- To work in partnership with the relevant services within Children's Services as part of the Local Authorities Transport Strategy, to reduce transport barriers for young people wishing to access education, or other life enhancing opportunities.
- To assist the Integrated Transport Unit with the implementation of the ITU Community Transport Business Plan

- To work collaboratively with the Independent Travel & Personalised Transport Manager and SEN Transport Manager, to ensure all data relating to travel training is reported
- To ensure that staff adhere to Health & Safety legislation and undertake regular risk assessments, including remote and lone working activity
- To record and provide data relating to travel training, including costs, which enables accurate forecasting and potential savings to be identified and verified.
- Plan and deliver team development days, team meetings and training events.
- To work strategically and liaise with SEN Transport staff to ensure that all opportunities to make financial savings in the provision of SEN Transport are continually explored, including the use of Personal Transport Budgets.
- To attend all relevant meetings as requested by the Independent Travel & Personalised Transport Manager
- To cover for Travel Trainers in case of any absences/sicknesses

### **Supervision and Management Responsibility:**

- To manage a team of Independent Travel Trainers in providing a comprehensive ITT Service to schools/colleges/educational settings for children and young people in supporting the Preparing for Adulthood Agenda. Also training Adults referred by Adult Social Care.
- To be responsible for the review and quality assurance of all processes, paperwork in relation to the travel training practical training programme
- To be responsible for the management of referrals, prioritisation and allocation of work within the team.
- To deputise for the Independent Travel & Personalised Transport Manager

## **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.

## **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:**

- To work across the city delivering travel training, including walking routes and travelling on public transport.

## **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 the following competency level **2**.

[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

- Relevant qualifications in literacy and numeracy (GCSE A – C, or equivalent). (A)
- L2 Accredited Skills in Teaching Independent Travel (A)

### Desirable

- Evidence of current and continuous professional development
- L3 Education & Training Qualification
- An appropriate qualification in ICT, for example ECDL

## Experience

### Essential

- Recent experience of working with children & young people with SEN & Disabilities and their families (A,I)
- Experience of dealing with queries, ensuring highest quality standards in terms of professional practice and maintaining confidentiality (A,I)
- Experience of supervising and mentoring staff and resolving staff issues (A,I)
- Experience of delivering training programmes (A,I)
- Experience of Quality Assuring training programmes (A,I)

- Experience of working in a team and supporting a strategic approach (A,I)
- Ability to plan and prioritise work for self and others (A,I)

## Desirable

- Experience of dealing with complex and challenging situations
- Experience of collating data and the ability to create complex spreadsheets and presentations using Powerpoint

## Skills/Abilities

### Essential

- Proficient in all aspects of IT including the Microsoft Office Suite, Intranet and the Internet (A,I)
- Ability to monitor & coach others in best practice in relation to travel training (A,I)
- Evidence of good oral and written communication skills, using high standards of literacy and numeracy (A,I)
- Ability to work as part of a team, but also to work under own initiative with minimal supervision (A,I)
- Ability to work effectively to timescales and to meet deadlines (A,I)
- Ability to work under pressure and deliver agreed priorities
- Good organisational skills (A,I)
- Awareness of Data Protection and confidentiality (A,I)



## Desirable

- Ability to efficiently co-ordinate data collection and perform statistical analysis, presenting that analysis clearly and concisely, for a range of client groups, in a range of formats as appropriate
- A general knowledge and understanding of current relevant legislation, policy and working practices regarding disabled children and children with additional needs
- Ability to build a team and a team working spirit

## Commitment

### Essential

- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users/partners (A,I)
- Act, at all times, with integrity, honesty and respect for others, promoting diversity, equality of opportunity and challenging unfair discrimination (A,I)
- To practise and promote equality of opportunity and non-discriminatory practice (A,I)

### Desirable

- 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

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- A positive attitude towards personal training and development (A,I)