

Northumberland County Council
JOB DESCRIPTION

Post Title: Transport Network Officer		Director/Service/Sector Place Group, Technical Services, Infrastructure Management, Passenger Transport		Office Use
Band: 5		Workplace: County Hall		JE ref: 3386 HRMS ref:
Responsible to: Senior Transport Network Officer		Date: April 2018	Lead & Man Induction:	
Job Purpose: To put transport arrangements in place for a range of service users following assessment of eligibility. Ensure home to school transport is arranged in accordance with school transport policies whilst also ensuring best use of public money.				
Resources	Staff	Some supervision of apprentices and temporary staff recruited during busy periods of the year..		
	Finance	Play a key role in determining spend against school transport budgets amounting to £14.5m a year. Undertake a central role in ensuring charges for school transport are paid where appropriate.		
	Physical	Maintain & operate key corporate information such as Capita “One” (Education Management System) QGIS, route planning software etc		
	Clients	Arranging transport for about 12000 service users, including school children and vulnerable adults throughout Northumberland and beyond it’s borders as well. Daily contact with parents, schools, day centres, 200 transport providers, social workers, taxi licensing officers, admissions officers, other council officers and members of the public.		
Duties and key result areas:				
Play a central role in undertaking periodic “clean-sheet” route reviews of the school transport network and social services transport to ensure best use of public money. To maintain the efficiency of the transport network by pursuing opportunities to integrate and amalgamate routes where appropriate To act as first point of contact for the council’s clients such as parents, schools, day centres, operators and the general public. To record and sift requests for mainstream school transport, and assess them against the council’s eligibility criteria as outlined in school transport policies To communicate the results of these requests back to clients and arrange for transport to be put in place To administer and deliver concessionary travel for children non-entitled to free transport and 16+ travel schemes including assessing entitlement and ensuring payment collection where appropriate. To administer and deliver Special Educational Needs Transport, EOTAS Transport and Social Services Transport following receipt of completed transport referral forms, ensuring appropriate transport is arranged, always taking into account child specific risk assessments To ensure only authorised persons are allowed on board vehicles by distributing pickup lists, production and dispatch of travel passes to customers, operators & schools, undertaking monitoring checks etc To take decisions regarding the most appropriate and efficient way of providing transport to the client, ensuring pick-up & drop-off points used are safe and journey times for service users are reasonable. To record comments/complaints from service users, share intelligence received in relation to the performance of transport providers and issues relating to the school transport network To support investigations into serious complaints, undertaking on site investigations where necessary, recording statements from relevant parties and ensuring appropriate resolution To support and assist the Monitoring, Compliance and Enforcement Officers/Senior Transport Network Officer in ensuring all complaints are properly investigated and responded to. To assist in seeking and understanding information about individual client needs and assisting in specifying appropriate transport and support by liaising with SEN Officers, Day Centre Managers, Head Teachers, Social Workers, Admissions Officers etc To ensure any action points arising from child specific risk assessments, (such as epilepsy training for passenger transport assistants), are implemented. To participate in anti-bullying and child safeguarding meetings as and when required. To contribute to school transport policy development including pre (mainstream) Home to School Transport Policy, Post 16 Transport Policy SEN Transport Policy and Concessionary Travel Policy. To maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures To contribute fully to the planning, delivery, monitoring and recording the outcomes of the team’s service plan				

To undertake any other duties and responsibility consistent with the nature, level and grade of the post that may be required

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Occasional travel required to attend meetings, conferences or undertake monitoring exercises
Working patterns:	Normal office hours but flexi-hours are allowed, if cover
Working conditions:	Exposure to dealing with irate customers over the phone. Minimum exposure to working outdoors - only required when undertaking monitoring exercises

PERSON SPECIFICATION

Post Title: Transport Network Officer	Director/Service/Sector: Local Services, Infrastructure Management, Passenger Transport		Ref:
Essential		Desirable	Assess by
Qualifications and Knowledge			
• Educated to degree level or equivalent standard of education or have relevant work experience such as that gained from working in a transport, operational or customer service environment • Good general education with evidence of competency in literacy and numeracy. • A good understanding of the legislative framework which underpins home to school transport • Transport knowledge (such as scheduling, routing, costing and operation) • Competence with computer systems such as e-mail and Word and Excel and corporate databases such as the Capita One system; Expertise in GIS and other network planning software. • Detailed knowledge of routes and geography of Northumberland			
Experience			
• Extensive experience of using IT systems such as word processing, spreadsheets for office tasks • Working with complex databases such as (Capita One), • Recent experience of working in a customer service environment		• Working in an Integrated Transport Unit	
Skills and competencies			
• Ability to work independently, make decisions and act on own initiative • Ability to work as part of a team • Ability to communicate effectively by telephone, e-mail, and face to face • Ability to apply different policies and procedures fairly and consistently to a number of client groups • Able to work methodically and systematically			
Physical, mental and emotional demands			
• Ability to stay calm as day-to-day evolving priorities demand flexibility over tasks and workloads • Need to deal with confidential and contentious information on a daily basis • Ability to defuse volatile situations between parents, operators, and schools • Normally works from a seated position with some need to walk, bend or carry items • Some exposure to working outdoors			
Motivation			
• Dependable, reliable and a good timekeeper • Displays and encourages high standards of honesty, integrity, openness and respect for others • Helps manages to create a positive work culture, in which diverse, individual contributions and perspectives are valued. • Proactive and achievement orientated • Able to work with only general direct supervision		• An appreciation of a corporate orientation and what is involved in tackling issues from a corporate perspective	
Other			