

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>DIRECTORATE:</b>		<b>Community Services &amp; Transport</b>	
<b>SERVICE AREA:</b>		<b>Community Transport</b>	
<b>JOB TITLE</b>		Apprentice Community Transport Officer	
<b>REPORTING TO:</b>		Community Transport Operations Manager	
<b>APPRENTICESHIP QUALIFICATION</b>		Transport Planning Technician - Level 3	
<b>APPRENTICESHIP DURATION:</b>		33 month duration	
<b>1.</b>	<b>JOB SUMMARY:</b>  To assist the Community Transport team in the effective and efficient day to day functions associated with the provision of a safe, high quality, customer focused transport service.  Will work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1	To assist with the day-to-day operations of the Councils frontline Community Transport service including working with a team of operational staff. This may include dealing with staff concerns or requests, contribute to the absence management system and investigate conduct or performance issues where directed.	
	2	To work collaboratively with schools, academies and colleges to provide transport solutions to meet pupils needs or specific circumstances, and policy implications, with specific regard to SEND needs and behaviours.	
	3	To work with operational fleet and liaise with management and other departments in the control of the budget requirements for the fleet renewal requirements.	
	4	To assist in the coordination and implementation of effective operational procedures to ensure a safe, customer focused service is provided in accordance within current legislation.	
	5	To provide support and assistance to ensure that the best use of resources are maintained at all times including the use of current computer technology, and vehicles available within the service.	
	6	To assist with the recruitment and selection of staff to operational posts to provide robust resources to meet the changing needs of the service.	
	7	To establish effective working relationships with key internal and external partners.	
	8	To participate in the development of a culture which is consistent with the Council's vision of enthusiastic and forward looking partnership and delivery of efficient and effective services within a Customer Service Excellence environment.	
	9	To represent the Community Transport Service as required in the absence of the Community Transport Operations Manager.	

	10	To support the coordination of the response when the Tees Valley Emergency Plan is activated.	
	11	To enhance the Departments image by promoting awareness of service achievements and encouraging greater participation.	
<b>3</b>	<b>GENERAL</b> <p><b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder</p> <p><b>Workforce Culture and supporting behaviours and Code of Conduct</b> – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p><b>Shaping a Brighter Future</b> – The post holder will embrace the Council's "Shaping a Brighter Future" programme.</p> <p><b>Personal Development</b> – As defined by the Council's Culture Statement, all employees will take responsibility for their own development</p> <p><b>Customer Services</b> – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council</p> <p><b>Policies and Procedures</b> – The post holder is required to adhere to all Council Policies and Procedures.</p> <p><b>Health and Safety</b> – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p><b>Safeguarding</b> – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>		
		<b>Name</b>	<b>Signature</b>
Job Description written by (Manager)		S Saunders .....	28/05/2021 .....
Job Description agreed by (Apprentice)		.....	.....

**Job Description dated      May 2021**

## PERSON SPECIFICATION

Job Title	<b>Apprentice Community Transport Officer</b>	
Directorate / Service Area	<b>Community Services &amp; Transport</b>	<b>Community Transport</b>

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
<b>Qualifications</b>	Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)		Application form / Certificate
<b>Experience</b>	Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative	<p>Experience of working in customer focused, operational and administrative environments</p> <p>Experience of performance management systems.</p> <p>Experience of project management</p> <p>Experience in implementing new initiatives procedures and processes</p>	Application / Interview / Reference
<b>Knowledge &amp; Skills</b>	<p>IT Skills including ability to use Microsoft Office e.g. Word and Excel.</p> <p>Good communication skills - listening, spoken and written.</p> <p>Organised with a good attention to detail</p> <p>Numerical Ability</p>	<p>Working knowledge of relevant legislation, procedures and processes</p> <p>Committed to excellent customer service</p> <p>Ability to think widely and solve problems logically</p> <p>Ability to represent the Service within a range of meetings.</p> <p>Ability to deal with confidential information</p>	Application / Interview / Reference

	<p>Ability to understand and apply regulations and written instructions</p> <p>Ability to work to deadlines</p>	Ability to interpret and explain statistical data.	
<b>Specific behaviours relevant to the post</b>	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Flexible approach to work.</p> <p>High personal standards and self-discipline.</p> <p>Motivated and positive attitude</p> <p>Committed to own personal development</p>		Application / Interview / Reference
<b>Other requirements</b>			Application / Interview

Person Specification dated

May 2021