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| **Job Description** |
| **Post title** | Travel Response Centre Officer |
| **JE Reference No** | A5134 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Transformation - Business Support (REAL - IPTG) |
| **Reporting to** | Business Support Team Leader |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure.. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The postholder will handle live bookings/enquiries regarding Link 2, Access Bus, Health Service Journeys and DRT schemes and enter onto scheduling software package. Carry out other administrative functions within the role and in a general business support environment.

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| **Duties and responsibilities** |

* To handle live bookings/enquiries regarding Link 2, Access Bus, Health Service Journeys and DRT schemes and enter into scheduling software packages.
* Respond to enquiries/requests for transport for the various services available (ie sending membership packs etc).
* Provision of statistical information through the use of the computer system.
* To maintain passenger/journey records on the in-house fleet using various computer systems.
* To provide the point of contact for all passengers using the various services.
* To assist the Team Leader by liaising with strategic partners and stakeholders.
* To provide a first line response in a timely manner to all operational problems by recording and passing to the Team Leader.
* To develop a knowledge of other procedures in the section and provide cover, if necessary.
* To undertake an administrative role within the TRC and other duties as required within a business support environment.
* To co-operate effectively with others in the corporate working of the unit.
* To respond appropriately to emergencies arising in relation to the work of the section.
* To undertake such other appropriately graded duties and responsibilities which may from time to time be allocated to the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ level 3 or equivalent level of qualification in a relevant subject area

Or* Evidence of significant experience in a customer services environment.
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| Experience | * Experience of dealing with members of the public
* Keyboard/IT skills
* Customer Care or Call centre environment
 | * Working in a transport setting
* Partnership working
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| Skills & Knowledge | * Good organisational skills
* Excellent telephone/communication skills
* Knowledge of Disability issues and Disability Discrimination Act 1995
* An ability to interpret wide range of information
* Ability to converse at ease with customers and provide advice in accurate spoken English
 | * Knowledge of geography of County Durham and surrounding areas.
* Familiarity with Microsoft Office applications.
* Knowledge of passenger transport legislation
* Demand Responsive transport
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| Personal Qualities | * Commitment to the provision of quality customer service.
* Reliable
* Diplomatic and tactful
* Approachable
* Confident
* An ability to work under time pressure.
* Attention to detail, accuracy.
* An ability to work as part of a team.
 | * Ability to communicate with members of the public
* Empathy relating to community transport needs
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