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| **Job Description** | |
| **Post title** | Senior Project Officer – Home to School Transport (SEND) |
| **JE Reference No** | N11520 |
| **Grade** | Grade 12 |
| **Service** | Children and Young People’s Services |
| **Service Area** | CYPS Operational Support |
| **Reporting to** | Service Improvement Manager – Home to School Transport |
| **Location** | You will be based at a County Council Strategic site within County Durham, however you may be required to work at any DCC council office. |
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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** |

To lead on the review of home to school transport services, systems and processes which relate to children and young people with Special Educational Needs and Disabilities. Ensuring the most efficient use of public resources and minimise the carbon impact of transport arrangements.

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| **Duties and responsibilities** |

Listed below are the duties for which this role will be primarily responsible:

* To lead engagement with Council staff, parents and schools in relation to the provision of home to school transport services for children and young people with special educational needs
* To lead the review and update existing entitlement criteria and processes to ensure the Council is providing a statutorily compliant service in an efficient and effective way.
* To lead the review of existing home to school transport provision to Children and Young People with SEND to ensure services are being assessed and delivered equitably, efficiently and in a way which meets identified needs and risks.
* To lead, in conjunction with transport staff, the development of proposals for alternative transport options which deliver greater value for money and are based on robust risk assessment and plans.
* To support work on the development of Personal Budgets and Independent Travel Training schemes to establish the feasibility of implementation within the programme
* To ensure staff in operational services are fully aware of and trained in the application of new policies and entitlement criteria for new transport requests.to ensure fair and just application.
* To support the development of the overall change management strategy for the Council to transform the Home to School Transport Service.
* To work with schools and parents to understand their views and investigate potential improved ways of working which can be delivered through the transformation programme.
* To support the ongoing review and updating of the Home to School Transport Policy in conjunctions with the Service Improvement Manager – Home to School Transport
* To contribute to the development of systems which track and evaluate the impact of changes to entitlement, criteria and service provision
* To ensure recording systems for decision making in respect of Home to School Transport decisions on new applications are effective and robust.
* To support consultative work with a broad range of stakeholders, including parents, schools and transport providers to ensure that the transformation programme is taken forward in a legal, timely and robust manner.
* To undertake a review of the provision of passenger assistants on home to school transport.
* To contribute to the development of the Council's Business Intelligence requirements, and providing senior managers with effective oversight of spend, actual and forecast, against budgets, along with other key data and information to ensure value for money is being achieved .
* Commitment to continuous professional development.

The main duties listed above are neither exclusive nor 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 the Programme Manager.

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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 | * Degree or significant relevant experience supported by professional qualification | * behavioural and SEND specialist professional qualification |
| Experience | * Extensive experience of working within SEND and inclusion services within a local authority or school based sector * Recent experience within SEND school based travel environments. * Experience of engaging and consulting with parents and partners. * Experience of producing and reviewing policy and procedural documentation. * Experience and understanding of the needs and risks relating to children with special educational needs. | * Experience of decision making in respect of child entitlement to home to school transport * Experience of supporting pupils with SEND travel plans |
| Skills & Knowledge | * Is self-aware, acts proactively, accepts personal responsibility. * Knowledge of equalities legislation and how to positively manage the impact of policy change on those with protected characteristics / vulnerable groups * Understanding of the importance of risk assessment in a SEND setting * Communicates effectively with a broad range of stakeholders * The ability to prioritise tasks and meet deadlines * The ability to respond to unforeseen changes. * Strong influencing & negotiation skills * Ability to work under & respond positively to pressure * Achieves deadlines. * Excellent presentational skills. | * Understanding of Home to School Transport statutory guidance |
| Personal Qualities | * Able to work closely and establish positive relationships with staff, schools, parents and other partners * Flexible and adaptable – responds positively to changing demands and willing to be flexible in order to achieve deadlines. * Portrays a professional manner * Positive attitude * Aptitude & desire to establish a positive customer experience. * Understanding of the needs of others. * Highly motivated * Personable and approachable * Ability to challenge the status quo in a constructive and professional manner | * Access to a car or means of mobility support (if the postholder is driving they must hold a current valid driving licence & have appropriate motor insurance cover) |