

# City of Wolverhampton Council

## Job Description

<b>Job title:</b>	Sustainable Travel and Transport Co Ordinator
<b>Directorate:</b>	Economy
<b>Service:</b>	Resident Services
<b>Location:</b>	Any suitable location within the City of Wolverhampton
<b>Workstyle:</b>	Flexible
<b>Responsible to:</b>	Sustainable Travel and Transport Manager
<b>Grade:</b>	Grade 7

This post is subject to a satisfactory Disclosure and Barring Service (DBS) check.

### **Job Purpose and Role:**

Under the general direction of the Sustainable Travel and Transport Manager, efficiently and effectively discharge the tasks assigned to the service.

To undertake Travel Assistance assessments and stage one bus pass appeals.

To effectively manage Travel Assistants, both permanent and casual.

To contribute towards the achievement of the Council's statutory duties, corporate objectives, and strategic priorities.

To monitor and report upon the key factors that influence school place planning to ensure key strategic decisions are informed by robust, timely information.

To manage conflicting workloads and responsibilities, working in close connection with both the Sustainable Travel and Transport, and the Travel Unit Teams, taking a lead role in the operational support needs of both.

To contribute fully to the Council's statutory duty of providing sustainable methods of travel and transport, in accordance with their statutory duty for providing home to school travel assistance.

1. To undertake initial travel assistance assessments requiring the interpretation and application of the All Age Travel Assistance policy, The Education Act 1996 and person specific, EHCP's.

2. To constantly monitor Home to School transport legislation, identifying and implementing changes and updates, being responsible for travel support services including, but not limited to bus passes and inclusion learners.
3. To carry out stage one appeals relating to bus pass applications.
4. To prepare all paperwork and evidence required for stage two, independent appeals.
5. To act as point of contact for schools, parents/careers, service users, partners, and contractors, owning the issues and ensuring that appropriate action is implemented to continue service delivery standards and statutory duties are maintained.
6. To act as the subject matter expert and first point of contact for queries relating to the All-Age Travel Assistance Policy.
7. Where transport is the preferred method of assistance, work in conjunction with the Travel Unit Supervisors to ensure effective route allocation.
8. To consult with relevant personnel and or bodies i.e., Adult Social Care and Education (SEND) areas on policy development decisions, with responsibility for their implementation regarding travel operations.
9. Ensure that there are processes and procedures in place for the administering of the relevant Adult Social Care and Education (SEND) Risk Assessments for all service users.
10. To consult with relevant personnel and or bodies i.e. Adult Social Care and Education (SEND) areas on policy development decisions, with responsibility for their implementation regarding travel operations.
11. To line manage all Travel Assistants, ensuring effective and efficient deployment of colleague and employee relations within the service, in accordance with the direction given by the Sustainable Travel and Transport Manager, for example:
  - One to one supervision or equivalent meetings
  - Employee performance reviews
  - Management of attendance
  - disciplinaries; and
  - Grievance
12. Ensuring where required, calculation of charging systems, processing of overtime sheets and maintaining associated attendance records.
13. To ensure that manual and computer-based records are maintained and updated ensuring that data management/protection requirements are maintained and adhered to by the team.

14. The post holder will be responsible for the following data collected by the Transport and Fleet services, for reporting and performance requirements:
  - Concessionary Travel Passes
  - Travel details – i.e. service user details, contractors, routes
  - SEND details of pupils and their needs, contractors, escorts
  - Primary – details of pupils, contractors, routes
  - Payments – details of all prices of routes and invoice details
  - Disclosure Barring Service, Insurance, MOTs – details of all drivers and vehicles both internal and external.
15. Be responsible for the input into the preparation of travel tender documents, assessment and analysis of the tender results and contract management.
16. To develop and maintain good contractual relationships with contractors via a combination of regular formal meetings and correspondence and frequent informal discussion.
17. To communicate effectively with colleagues, stakeholders, and service users to ensure compliance with contracts and service specifications.
18. Ensure that there are processes and procedures in place to conduct route planning to find an optimal means of travelling between two or more given locations. Optimised may be on different criteria, for example fastest, shortest, fewest changes, cheapest.
19. Ensure that there are processes and procedures in place for all stock to do with the Concessionary Travel Passes, and ensuring that there is an annual assessment i.e., at least once a year of the eligibility of applicants.
20. To assist the Sustainable Travel and Transport Manager in the production and development of publicity material for the service including the development of the web site internal (where needed) and the Council's corporate website.
21. To support the relevant Service Managers in the delivery of sustainable travel and transport.
22. The post holder will be subject to regular disruption and changes to priorities and will be expected to resolve conflicting priorities and resource needs, for example between behavioural issues on school transport, invoice payments and requests for SEND transport, on a regular and frequent basis. Therefore, there is a requirement for the ability to prioritise workloads and work to deadlines.
23. Liaise with Officers in other Departments / Services to identify and establish practices to give best corporate value.
24. Provide information in preparation of management reports and documentation on travel issues for the internal or external consideration.
25. To arrange training for all Travel Assistants and Travel Unit drivers. The training being bespoke to the various needs of the service users.

26. Ensure the operation of generic computer applications including databases, word processing, spreadsheets and commercial software including, KL2 and other computer-based systems as appropriate such as but not limited to CareFirst and Capita One.
27. Ensuring an effective communication process is in place for liaising with the Travel Unit Supervisors and Independent Travel training Co Ordinator to ensure that information relating to all operational issues is being communicated and disseminated throughout all Transport and Fleet staff.
28. To liaise with the Sustainable Travel and Transport Manager to review Job Descriptions to ensure that they reflect the needs of the service.
29. Assists where requested the Sustainable Travel and Transport Manager in interacting with internal and external bodies i.e. Adult Social Care, police, schools, parents and contractors in the investigation of incidents which arise, often of a particularly sensitive nature, where adult and or child protection issues are always involved and to maintain confidentiality.
30. Other duties, commensurate with the grade of the post, as requested by the Travel Unit Manager, that may include deputising for the Sustainable Travel and Transport Manager.
31. Ability to work individually, or as a team member, as the situation demands.
32. To act in accordance with the Council's Constitution and other Codes of Conduct.
33. To participate in staff development, appraisal and training as appropriate, including continuous professional development.
34. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
35. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
36. To participate in the wider development of the service and contribute to service improvement as required.
37. Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council's key strategies; as appropriate and training provided.

38. Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council's objectives; as appropriate and training provided.

39. City of Wolverhampton Council is committed to Corporate Parenting.

"Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after."

### **SUPERVISORY RESPONSIBILITY**

The post holder will also have responsibility for the appointment and supervision of the following posts:

- Suction Travel Assistant (Children) G3 x 8
- Travel Assistant (Children and Adults) G2 x 140
- Casual Travel Assistant (Children and Adults) G2 x no less than 40

There is a continuous requirement for the post holder to work on their own initiative and to manage and motivate Travel Unit colleagues.

It will be the responsibility of the post holder to assist the Sustainable Travel and Transport Manager in interpreting the available guidelines and policies and deliver an efficient and affordable service that will enable the Council to meet its objectives and statutory responsibilities.

## City of Wolverhampton Council

### Person Specification

**Job title:** Sustainable Travel and Transport Co Ordinator

<b>FACTORS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW IDENTIFIED</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• A relevant degree or professional qualification or equivalent industry experience</li><li>• First Aid at Work certificate</li><li>• A positive enhanced DBS disclosure</li></ul>	<ul style="list-style-type: none"><li>• Aerosol generating procedure trained</li></ul>	<ul style="list-style-type: none"><li>• Application Form</li><li>• Production of Certificates</li></ul>

<b>Training</b>	<ul style="list-style-type: none"> <li>• Mandatory Health and Safety training</li> <li>• Evidence of continuous professional development</li> <li>• Relevant for the post, IT skills (Microsoft Office)</li> <li>• Safeguarding awareness</li> </ul>		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing a team</li> <li>• Extended experience in a transport or travel related field.</li> <li>• Familiarity with issues relating to travel and transport especially knowledge of passenger transport operations.</li> <li>• Identifying and highlighting resource issues to management</li> <li>• An understanding of the needs of SEND and Adult Transport service users within a highly diverse community.</li> <li>• Experience of interpreting usage and financial information and contributing to financial control</li> <li>• Experience of multi-agency working</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of Local Government procedures</li> <li>• Management of attendance procedures</li> <li>• Previous experience of working in local government or within the transport industry or a SEND setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• References</li> <li>• Testing</li> </ul>

	<ul style="list-style-type: none"><li>• Experience of working with children and families service users.</li><li>• Experience of assessing evidence and recording results.</li><li>• Experience of writing clear and concise reports.</li></ul>		
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<p><b>Special Knowledge/Skills</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of safeguarding issues when dealing with vulnerable children and adults.</li> <li>• Able to empathise with situation of people experiencing social disadvantage and cope with consequential pressures</li> <li>• Experience of procurement processes and procedures</li> <li>• Ability to communicate effectively with internal colleagues, senior managers, employees, and community users</li> <li>• Excellent oral and written communication skills.</li> <li>• There is a continuous requirement for the post holder to work on their own initiative.</li> <li>• Highly ICT literate with experience in the use of technical software such as:</li> <li>• Experience of analysing data and producing summary reports.</li> <li>• Financial control and resource management skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of EHCP's</li> <li>• Knowledge of the Education Act 1996.</li> <li>• Understanding of the published All Age Travel Assistance policy</li> <li>• Understanding of the Public Passenger vehicles Act 1981.</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• References</li> </ul>
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<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>• Understanding of special needs of individuals.</li><li>• The ability to work with a range of people from different backgrounds, other Services and partner organisations, and communicate effectively with them.</li><li>• Professional and able to maintain appropriate relationships with fellow officers, Members within the Council and external organisations and contractors.</li><li>• The ability to respect and maintain confidentiality.</li><li>• Ability for tact, diplomacy and negotiating skills in dealing with contentious and sensitive issues.</li></ul>	<ul style="list-style-type: none"><li>• Ability to lead by example, motivate and inspire others to achieve objectives</li></ul>	<ul style="list-style-type: none"><li>• Interview</li><li>• References</li><li>• Testing</li></ul>
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<b>Interests and Motivation relevant to the job</b>	<ul style="list-style-type: none"> <li>• Self-motivated and able to work flexibly.</li> <li>• Commitment to embrace change and make a difference.</li> <li>• Strong customer focus in approach to work.</li> </ul>	<ul style="list-style-type: none"> <li>• Continued personal professional development.</li> <li>• Genuine interest in continuous travel and or transport improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> <li>• Testing</li> </ul>
<b>Commitment</b>	<ul style="list-style-type: none"> <li>• Commitment to the achievement of positive outcomes in work with people/families/carers</li> <li>• Evidence of commitment to valuing diversity and anti-discriminatory practice</li> <li>• To achieve work targets within specified timescales.</li> <li>• To contribute towards the maintenance of the image and reputation of the Transport and Fleet Service, and the wider council.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to go beyond normal expectations to provide a high-quality service efficiently and effectively to meet deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> <li>• Testing</li> </ul>