

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Place

Job Ref Number: 04442

Service Area: Transport Services

Grade: G6

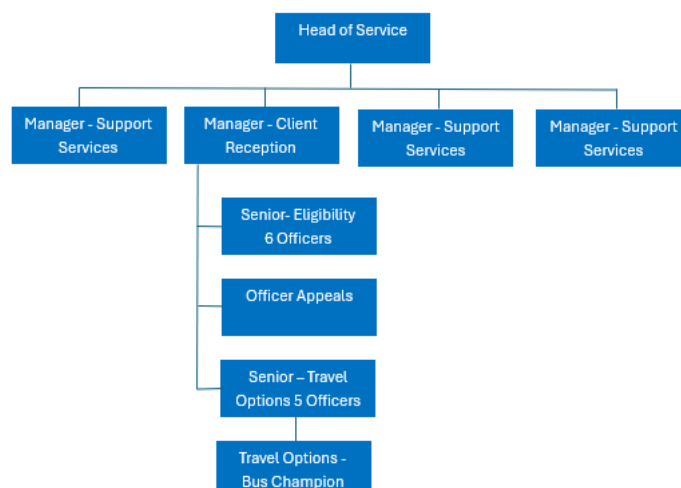
Job Title: Bus Champion – Travel Options

PURPOSE OF JOB:

To deliver the purpose of the Transport Services through the planning, commissioning, contracting, reviewing, promotion and management of transport and related requirements including by:

- To plan, develop and deliver transport education programmes, road safety and public transport awareness in educational setting across the county.
- Support children and young people to travel safely, responsibly and independently, while promoting positive behaviour on transport and within communities.
- Promote, encourage and reward good conduct on home to school transport.
- Act as an independence champion for children and young people, giving time and expertise to undertake meaningful conversations with children and families, colleagues, and partners to promote the benefits of independent travel training.
- Assessing the relevant needs of each child to ensure the most appropriate mode of transport is considered and working with these children to promote positive behaviour.
- Leading and managing, encouraging new ways of thinking and working.
- Maintaining and developing strong, positive relationships with all internal and external stakeholders.
- Ensuring an integrated approach to performance management, quality standards and service delivery.
- Deliver the assessment of bespoke Personal Travel Budgets
- Support Fieldwork team through delivering health & safety risk assessment requirements
- The postholder is required to manage a diverse and constantly changing workload involving multiple concurrent projects, training programmes, stakeholder requests and interventions. The role requires frequent reprioritisation in response to urgent operational demands, safeguarding concerns, behavioural issues and changing client needs whilst maintaining service standards and performance targets.

STRUCTURE CHART:



MAIN DUTIES:

1.
 - **Resource Management**
 - Managing all aspects of all resources, from client demand levels to the team's allocated budget, providing accurate monitoring and forecast data to the Head of Service to ensure financial matters are dealt with in accordance with the Council's Finance Procedures.
 - Establishing and implementing, if required, effective business continuity plans.
 - Deliver structured sessions to groups/classes supporting children and young people to develop confidence, safety awareness and independence when travelling.
 - Promote the service to schools, parents, groups, and other stakeholders. Provide internal/external communication to deliver key messages to relevant stakeholders. Ensure wider professionals are aware of the scheme and wider LA transport policies and work closely with other departments such as SEND and Social Care.
 - Manage expectations and provide targeted support for pupils transitioning to secondary school, particularly around travel routines, transport use and behaviour.
 - Deliver road safety and transport education to a range of audiences, including mainstream schools, SEND settings, alternative provision, colleges and community groups.
 - Provide targeted interventions for pupils travelling by taxis or shared transport where behaviour concerns have been identified.
 - Work independently and collaboratively with peers to develop, design, review, deliver and evaluate creative and engaging road safety and transport education programmes.
 - Develop and implement a county wide programme of travel training, road safety education and training interventions for schools, colleges and communities offering preventative advice in an imaginative and engaging format.
 - Adapt learning resources and delivery methods to meet the needs of diverse learners, ensuring inclusivity for SEND pupils.
 - Contribute to continuous improvement by evaluating session outcomes and incorporating feedback into programme design.
 - Deliver "train the trainer" sessions for teachers, school staff and other professionals to support sustainable, whole school approaches to travel safety and behaviour.
 - Prepare and deliver class-based sessions, assemblies and workshops focusing on safe and responsible travel, including behaviour on vehicles.
 - Organise and deliver promotional events within schools and community settings to raise awareness of independent travel, road safety and positive transport behaviour.

	• Engage proactively with schools, colleges, businesses and community organisations to promote safe, respectful and responsible road use and travel behaviour. • Ensure all training materials and sessions align with current policies, safeguarding requirements and best practice in road safety and travel training. • Motivating trainees and their families to take part/become independent. • Working with participating service areas/education provisions to develop positive ways of travelling independently and 'independent living' curriculum links. • Undertake preparatory one-to-one or group training in a college, school covering the requirements for public service travel to include handling money, time, problem solving, stranger danger, location identification, appropriate behaviour, road safety training and any other issues that might arise • Adapt training and materials in response to feedback and the needs of the audience. • Utilise a wide range of learning tools and methods to account for different learning styles. • Simultaneously manage multiple training programmes, educational interventions, behaviour support cases and independent travel assessments across a large geographical area, each with competing deadlines and priorities. • Frequently respond to unplanned operational issues including transport disruptions, safeguarding concerns, behavioural incidents, school requests, parental enquiries and urgent service demands, requiring immediate reprioritisation of workload. • Balance the competing needs and expectations of schools, parents, carers, transport providers, SEND professionals and internal council services, often where conflicting outcomes are sought. • Manage a dynamic caseload of children and young people requiring different levels of intervention, assessment, review and support, adapting work plans daily in response to changing circumstances. • Work within strict timescales to deliver interventions, assessments, reports and training programmes whilst ensuring statutory transport duties, safeguarding requirements and service performance targets are achieved. • Regularly interrupt planned work to respond to urgent requests, incidents and emerging service priorities whilst maintaining delivery of pre-arranged training sessions and stakeholder commitments. • Analyse mapping systems and public transport options available to create a suitable journey for a child/young person with minimal change or disruption. • To meet regularly and liaise with all key stakeholders. • To assist the Travel Options - Senior with celebratory events for trainees who have successfully completed the training and achieved independence. • Look to continuously improve services in area of responsibility, managing within allocated budgets and identifying where possible, additional value for money savings. • Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.
2.	Commissioning and contracting. <i>Officer - Responsible</i> Reviewing, tendering, procurement and operational management of passenger transport services contracts ensuring the highest standard of service, adherence to policy and value for money.

3.	Policy Framework <i>Officer - Responsible</i> - Adhering to all requirements and aligning strategically and operationally within the Council's Policy Framework, including the Corporate Plan, and all health & safety and safeguarding requirements. - Specific understanding and awareness of the council's SEND local offer.
4.	Line Management and Supervision. To provide clear and visible leadership, line management, supervision and development of a team that commission and contract passenger transport services in accordance with Service Level Agreements, policy, budgetary and statutory requirements.
5.	Internal and external stakeholder liaison Effectively cultivate, manage and monitor positive relationships with both internal and external stakeholders, eliciting their views to ensure minimal impact on service delivery and negotiated outcomes for all parties.
6.	External and Internal Service Representation. To create a positive image for the Council by acting professionally at all times as the Council's representative at a range of working groups, conferences, media and other third-party events, continually identifying opportunities for change and service development.
7.	Corporate responsibilities - With the support of HR and Line Management, Deputising for any role at a more senior level and/or covering for any role at a comparable level. - Undertake operational investigations, preparing and presenting reports and briefs together with responding to correspondence all with adherence to the Council's response timelines, policies and procedures. - As a statutory duty, adhere to the Council's Corporate Safeguarding Policy and associated policies and procedures and to report concerns regarding the safety and wellbeing of children or adults at risk.
8.	Customer Service. Deliver an exceptional standard of customer service to both internal and external stakeholders within a political environment whilst taking into account the wide range of service users requirements.

PERSON SPECIFICATION			
Requirements	Where identified*	Essential	Desirable
The ability to work within a planned structure whilst responding, in a positive manner, to changing demands.	I	X	
Change resilience and responsiveness in an environment of risk management.	I/P	X	
Understand the context of the Council's strategic and operational decisions and their impact on other areas of work, both Internal and External.	I	X	

Interpersonal and customer service skills in a range of political and emotionally charged situations.	I	X	
The ability to strongly lead, motivate and line manage teams and individuals.	A/I/P	X	
A disciplined and robust approach to program and project management and delivery.	A/I/P		X
Effective resource management, including staff, consumables and budgets.	A/I		X
An in depth understanding of the importance and application of effective internal and external stakeholder liaison.	A/I	X	
Negotiation and influencing skills that require the careful balance of professional objectivity, empathy and expectation management within the Council's Policy Framework.	I/P	X	
The ability to use initiative, making and taking responsibility for justifiable decisions, within the Council's Policy Framework, regardless of personal opinion.	I/P	X	
Communication skills to ensure the effective delivery of information in a wide variety of settings to diverse groups.	A/I/P	X	
The ability to attune to the attendant nuances and demonstrate an understanding of the importance of the political environment and its influence on process and decision making.	I	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties 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.

Safeguarding -. 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 Lincolnshire County Council 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.