

## JOB BRIEF

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

**Director Area:** Place

**Job Ref Number:** 03429

**Service Area:** Transport Services Group

**Grade:** G6

**Job Title:** Officer – Travel Options

### **PURPOSE OF JOB:**

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

- To plan, support and deliver independent travel training to children, young people, and adults with additional learning needs, to enable them to travel more independently to and from school or college, while ensuring their safety and wellbeing during their training. These posts will primarily focus on training young people.
- 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
- 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.

### **MAIN DUTIES:**

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| <b>1</b> | <p><b>Resource Management</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Establishing and implementing, if required, effective business continuity plans.</li> <li>• Deliver the Independent Travel Training Scheme, with accountability for meeting efficiency targets.</li> <li>• Promote the service to schools, parents groups, and other stakeholder. 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.</li> <li>• Motivating trainees and their families to take part/become independent.</li> <li>• Developing and jointly delivering group travel training workshops/exercises.</li> <li>• Working with participating service areas/education provisions to develop 'travel training' and 'independent living' curriculum links.</li> <li>• To deliver the independent travel training on a one-to-one basis. Support children with special educational needs to travel independently by walking or using public transport. This will include initial planning and operational assessment of journeys to be undertaken, including a risk assessment.</li> <li>• 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</li> </ul> |
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	<ul style="list-style-type: none"> <li>• Escort the child/young person on their journey from leaving home to arrival at destination. Monitor their progress by shadowing to ensure individual security is maintained and re-evaluate the training programme as necessary to ensure a successful independent journey.</li> <li>• Adapt training and materials in response to feedback and the needs of the audience.</li> <li>• Utilise a wide range of learning tools and methods to account for different learning styles.</li> <li>• Analyse mapping systems and public transport options available to create a suitable journey for a child/young person with minimal change or disruption.</li> <li>• To keep detailed and accurate records of the service provided and complete all necessary paperwork for each young person taking part in the travel training scheme.</li> <li>• Write Journey Planning reports which detail students progress and future recommendations.</li> <li>• To meet regularly and liaise with all key stakeholders.</li> <li>• To provide motivation and support to the trainee and their family to build confidence and dispel problems quickly and effectively.</li> <li>• To assist the Travel Options - Senior with celebratory events for trainees who have successfully completed the training and reached independence.</li> <li>• Look to continuously improve services in area of responsibility, managing within allocated budgets and, identifying where possible, additional value for money savings.</li> <li>• Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.</li> </ul>
2	<p><b>Commissioning and contracting.</b></p> <p>Reviewing, tendering, procurement and operational management of passenger transport services contracts ensuring the highest standard of service, adherence to policy and value for money.</p> <ul style="list-style-type: none"> <li>• Deliver effective independent travel training for clients</li> <li>• Deliver all travel training for clients</li> <li>• Deliver the effective assessment of the potential for using bespoke Personal Travel Budgets</li> <li>• Support Fieldwork team through delivering health &amp; safety risk assessment requirements as needed</li> </ul>
3	<p><b>Policy Framework</b></p> <p>Adhering to all requirements and aligning strategically and operationally within the Council's Policy Framework, including the Corporate Plan, and all health &amp; safety and safeguarding requirements. Specific understanding and awareness of the council's SEND local offer.</p>
4	<p><b>Line Management and Supervision.</b></p> <p>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.</p>
5	<p><b>Internal and external stakeholder liaison</b></p> <p>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.</p>
6	<p><b>External and Internal Service Representation.</b></p> <p>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.</p>
7	<p><b>Corporate responsibilities</b></p> <p>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.</p> <p>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.</p> <p>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.</p>

8	<p><b>Customer Service.</b></p> <p>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.</p>