

## JOB DESCRIPTION & PERSON SPECIFICATION

**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

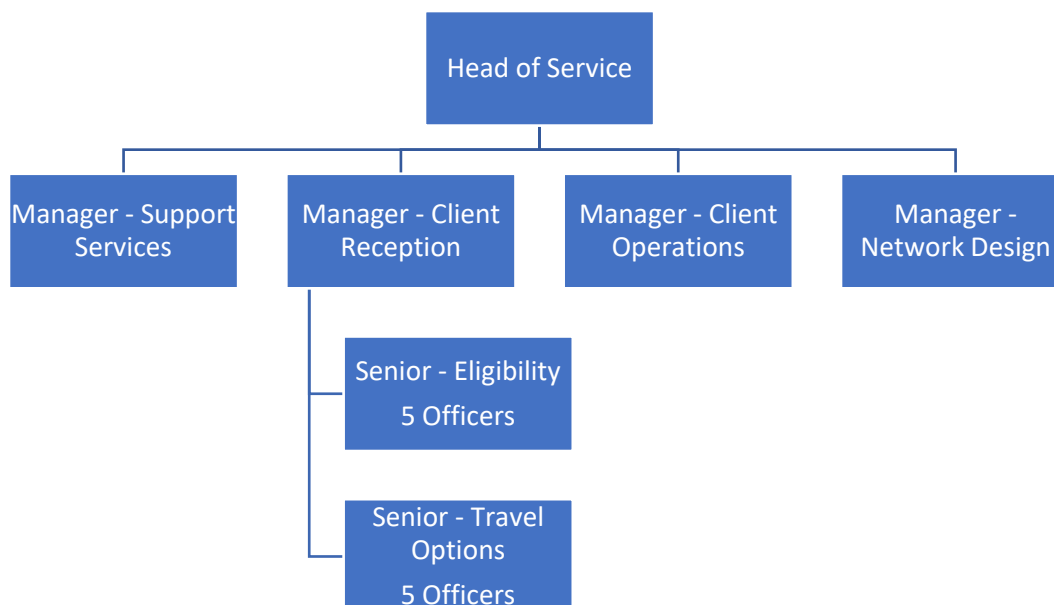
**Job Title:** Officer – Travel Options

### **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.

### **TEAM STRUCTURE:**



## MAIN DUTIES:

1	<p><b>Resource Management</b> <i>Officer - Responsible</i></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><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> <i>Officer - Responsible</i></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>
3	<p><b>Policy Framework</b> <i>Officer - Responsible</i></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	<b>Line Management and Supervision.</b> 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	<b>Internal and external stakeholder liaison</b> 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	<b>External and Internal Service Representation.</b> 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	<b>Corporate responsibilities</b> 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	<b>Customer Service.</b> 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 – <i>level determinate to grade and assessed at interview</i>	Where identified*	Manager	Senior	Officer, Support	
		Essential			
The ability to work within a planned structure whilst responding, in a positive manner, to changing demands.	I	Exceptional	Enhanced	Enhanced	
Change resilience and responsiveness in an environment of risk management.	I/P	Exceptional	Enhanced	Enhanced	
Understand the context of the Council's strategic and operational decisions and their impact on other areas of work, both Internal and External.	I	Exceptional	Enhanced	Enhanced	
Interpersonal and customer service skills in a range of political and emotionally charged situations.	I	Exceptional	Enhanced	Good	
The ability to strongly lead, motivate and line manage teams and individuals.	A/I/P	Exceptional	Enhanced	Good	
A disciplined and robust approach to program and project management and delivery.	A/I/P	Exceptional	Enhanced	Good	
Effective resource management, including staff, consumables and budgets.	A/I	Exceptional	Enhanced	Good	
An in depth understanding of the importance and application of effective internal and external stakeholder liaison.	A/I	Exceptional	Enhanced	Good	

Negotiation and influencing skills that require the careful balance of professional objectivity, empathy and expectation management within the Council's Policy Framework.	I/P	Exceptional	Enhanced	Good
The ability to use initiative, making and taking responsibility for justifiable decisions, within the Council's Policy Framework, regardless of personal opinion.	I/P	Exceptional	Enhanced	Good
Communication skills to ensure the effective delivery of information in a wide variety of settings to diverse groups.	A/I/P	Exceptional	Enhanced	Good
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	Exceptional	Enhanced	Good

\*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 will challenge, in an appropriate manner, existing practices and behaviours and identify new and better ways of working, delivering services to help the Council achieve its strategic outcomes within the context of financial challenges, whilst maintaining 'Business as Usual' service delivery and all statutory duties.

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 concerned are required 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.

**Diversity and Equality** – The Council embraces inclusion, equality and diversity and we are committed to building teams with strong competencies together with a variety of backgrounds and skills. All employees are expected to fully adhere to the Council's Diversity and Equality policies.