



Job description	
Job title	Senior Travel Support Officer
Grade	Grade J - (SCP 26 - 28)
Directorate	Education Improvement and Inclusion
Section/team	Travel and Travel Support Service
Accountable to	Travel Contract Monitoring Senior Officer
Responsible for	Travel Support Officers
Date reviewed	September 2024

Purpose of the Job

To provide travel support/assistance for SEND Home to School, Post 16, Children's Social Care and in future Adult Social Care and also the council's ad-hoc transport contract will also be managed and implemented by this team.

To design, deliver and evaluate training interventions to support service users to travel independently

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- 1. To work closely with a wide range of service users, families and carers building trust and establishing relationships.*
- 2. To work closely with the Inclusion Service, Schools and Adult Day services to determine service users who would benefit from alternative travel arrangements.*
- 3. To assist with supervision in the day to day running of transport support officers and apprentices and ensure that they comply with contractual requirements and implement policies and procedures.*
- 4. To supervise the planning, co-ordination and delivery of travel training, to the required standard, to a wide range of service users with a variety of needs, to assist them to travel independently across education, college, employment and leisure activities.*



5. *In conjunction with the Travel and Travel Support Manager, design and deliver training programmes, proving outcomes and preparing reports evaluating the overall travel training programme.*
6. *To ensure Travel Support officer and apprentices are clearly meeting individual learner needs and ensure they are being met at all times using a personalised to delivery.*
7. *Assess the extent to which service users have moved to making their own travel arrangements to empower them to lead more independent lives.*
8. *Report and evaluate the take-up of service users who are making their own travel arrangements and report to the Travel and Travel Support Manager.*
9. *To ensure that Health and Safety legislation is adhered to and to undertake regular risk assessments.*
10. *Ensure that services users who qualify for travel support are recorded in a timely and accurate manner that clearly identifies the rationale for the level of support they are eligible for and any identified timescales for reviewing this.*
11. *Directly challenge ambiguous transport applications and review eligibility whilst making assessment of care need of the potential service users.*
12. *Maintain detailed, accurate up to date records of all transport services and service users in the council's IT transport systems.*
13. *Support the Travel Contract Monitoring Officer to report the performance of the transport providers to ensure that they are working to the council's key performance indicators*
14. *Deliver training to Travel Support Officers and apprentices and be the point of contact for guidance when delivering their roles.*
15. *Deliver school Travel Support workshops offering training, support and advise to pupils and families.*
16. *Liaise directly with Educational Psychologists and Education Health and Care Plan case workers to identify services with Independent Travel Training identified within their care plans.*

Other Accountabilities:

a) *The post is exempt from the Rehabilitation of Offenders Act 1974 and therefore the post holder is required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by Rehabilitation of Offenders Act 1974*



(Exceptions) Order 1975 (Amendment) (England and Wales) Order.
For further information, please refer to DBS filtering guidance at
[*www.gov.uk/uk/dbs*](http://www.gov.uk/uk/dbs).

b) The post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

c) Assist the Travel Support Manager in the development and delivery of the service plan objectives/targets

d) To participate in My Time reviews and identify development needs.

e) To actively promote the council's Equal Opportunities Policy and Diversity Strategy to observe the standard of conduct which prevents discrimination taking place.

f) To maintain awareness of and commitment to the council's Equal Opportunities Policy in relation to both employment and service delivery.

Health and Safety

- *To use equipment as instructed and trained.*
- *To inform management of any health and safety issues which could place individuals in danger.*

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable
- Use policy and Data Protection Policy. Protect the council's information assets from unauthorised access,
- disclosure, modification, destruction or interference. Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.



Knowsley Council

- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.