

SEFTON MBC Job Description

Department: **Schools & Families**

Post: Technical Officer

Base: Agile Working across the Borough

Grade: Grade F

Responsible to: Senior Travel Support Officer

Responsible for: see organogram

Team Purpose

The Team administers and delivers the SEND element of the Home to School Transport Policy on behalf of the Council. This includes assessment, offer, administering and delivering the offer, review and advice on the policy. As part of this role the team is responsible for a framework with bus and taxi operators so also provides transport support for other Council Services including adult social services providing transport to day centres, buses for trips to swimming baths, support for transporting looked after children and buses for services such as planning when undertaking site visits.

The service managed by the team applies to both adults and children but the majority is related to SEND transport for children. Our objective in relation to this area of service is to enable eligible SEND children to get to school on time, safely and ready to learn; and in the longer term to learn life skills around independent travel.

Job Purpose

- Assist in the delivery of the service
- Provide administrative and technical support
- Be customer facing dealing with emails and telephone calls
- Assist in recording information relating to the service

MAIN DUTIES

1. Working with individuals across the borough, primarily young people accessing education with varying abilities to provide practical support to enable them to travel independently by public transport, walking or cycling or where necessary receive commissioned transport.

2. Assist in the delivery of the service, including handling enquiries from the public, clients, schools and contractors answering queries and dealing with requests, and accurately recording these according to the procedures in place.
3. Assist with the processing of payments to contractors and to clients.
4. Clearly and accurately communicate changes of service to contractors, clients and schools.
5. Assist in Independent Travel Training
6. Assist in the monitoring, recording and evaluating the progress of individual clients.
7. Assist in the maintaining of a database of all service activities and preparing and providing reports and briefings as required.
8. Assist in the development of Travel Support Plans

SPECIAL CONDITIONS

1. Post holders will be provided with an appropriate public transport pass and expected to travel by public transport, walking and cycling where possible, though a Casual Car User Allowance is also offered
2. The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the 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/dbs.
3. Since confidential information is involved with the duties of this post, 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.
4. Undertake, and participate in training, coaching and development activities, as appropriate
5. Delivery of travel training may involve working outside normal working hours, for example in order to assist with early morning journeys to school or college.
6. The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

GENERAL:

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the post holder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

Prepared by: April Waterson; Team Leader
Date: January 2025

PERSON SPECIFICATION

Post: Technical Officer

Personal Attributes Required	Essential (E) Or Desirable (D)	Method of Assessment
<u>Qualifications</u> <ul style="list-style-type: none"> Numeracy and literacy skills Further Education Qualification e.g. NVQ in Administration or Customer Care or equivalent Computer qualification eg ECDL/Clait or equivalent 	E D D	AF/C AF/C AF/C
<u>Knowledge and Experience</u>		
<ul style="list-style-type: none"> Experience of delivery of sustainable transport activities and interventions 	D	AF/I
<ul style="list-style-type: none"> Experience in passing on knowledge and skills to others 	E	AF/I
<ul style="list-style-type: none"> Experience of collecting, recording, maintaining and reporting data 	E	AF/I
<ul style="list-style-type: none"> Experience of working with young people 	D	AF/I
<ul style="list-style-type: none"> Experience of working with people with disabilities 	D	AF/I
<ul style="list-style-type: none"> Experience of partnership working with voluntary, statutory or private organisations 	D	AF/I
<ul style="list-style-type: none"> An understanding of the barriers facing people accessing transport in the community 	D	AF/I
<ul style="list-style-type: none"> Knowledge and understanding of why certain groups experience social exclusion 	D	AF/I
<u>Skills and Abilities</u>		
<ul style="list-style-type: none"> Awareness and understanding of appropriate legislation including data protection and transport issues. 	D	AF/I
<ul style="list-style-type: none"> Ability to monitor and store critical data securely and accurately, confidentially and responsibly 	E	AF/I
<ul style="list-style-type: none"> Ability to work in an organised manner using own knowledge and expertise to deliver on time and to standard 	E	AF/I
<ul style="list-style-type: none"> Ability to work effectively as part of a team 	E	AF/I
<ul style="list-style-type: none"> Ability to communicate verbally with a 		

wide range of people in a community setting	E	AF/I
<ul style="list-style-type: none"> Ability to produce reports, correspondence and maintain written records to a high standard 	E	AF/I/T
<ul style="list-style-type: none"> A good working knowledge of Word and Excel (Microsoft Office Software) and an ability to use databases 	E	AF/I/T
<ul style="list-style-type: none"> Commitment to 'Making Every Contact Count' approach and One Council Values 	E	AF/I
<u>Other</u> <ul style="list-style-type: none"> Post holder will be expected to deliver activities and/or attend meetings outside of normal working hours 	E	AF/I
<ul style="list-style-type: none"> Satisfactory enhanced DBS will be required 	E	C
<ul style="list-style-type: none"> Full driving licence 	D	AF/C

AF=Application form

I=Interview

C=Certificate

T=Test