

Travel Support Officer Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

We would like to thank you for your interest in the Travel Support Officer role within Sefton Council's Children's Services Travel Support Team.

Sefton Council is excited to launch a new Independent Travel Training (ITT) Service and is looking for a passionate and motivated Travel Support Officers (Independent Travel Trainer) to join our Travel Support Team.

This is a unique opportunity to play a key role in developing and delivering a new service that will support children and young people, particularly those with Special Educational Needs and Disabilities (SEND), to build the confidence, skills and independence needed to travel safely within their community.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you have the experience and passion to help shape a service that will empower young people to travel with confidence and independence, and Sefton's Vision and Values aligns to yours then we can't wait to hear from you.

Best of luck!



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing Lake District and North Wales within reach for weekend breaks. the

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded

Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

More recently, we are exceptionally proud to have been nominated and subsequently shortlisted by the Local Government Chronicle for the Most Improved Council 2026. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement and our desire to make a difference across the communities within the Borough of Sefton.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.



As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.

For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.
- Sefton operate a 'Shut Down' period over the Christmas period which staff contribute four fifths of a week's pay over a 12-month period.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

The primary focus of this role is to lead on the assessment, development, delivery, and continuous improvement of Independent Travel Training across the borough.

You will provide professional leadership for this area of the service, supporting the Team Leader and Service Manager in developing new approaches, improving service delivery, and ensuring positive outcomes for young people.

Key responsibilities include:

- Leading assessments of eligibility, travel needs, and journey requirements.
- Developing and overseeing Travel Support Plans and risk assessments.



- Leading the delivery and ongoing development of the Independent Travel Training programme.
- Delivering practical one-to-one and group-based travel training sessions.
- Supporting young people to travel safely and independently using public transport, walking routes, and cycling.
- Monitoring, recording, and evaluating learner progress and programme outcomes.
- Delivering information and awareness sessions for parents, carers, schools, and professionals.
- Producing reports, briefings, presentations, and management information.
- Supporting the Team Leader and Head of Service in developing and implementing improvements to the Home to School Travel Support Policy.

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.

- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Friday, 4th September 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **Thursday, 17th September 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

Appendix A – Job Description and Person Specification

Post:	Travel Support Officer (Independent Travel Training)
Directorate:	Children's Services
Location:	Agile Working across the Borough
Division:	Travel Support Service
Post:	Travel Support Officer (Independent Travel Training)
Grade:	H £37,280 to £40,777
Reporting to:	Senior Travel Support Officer, Travel Support Service

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.

Purpose of the Role

- Assessment of Eligibility and Needs
- Support the development of Travel Support Plans
- Coordination and delivery of Travel Training
- Administration of Personal Transport Budgets
- Recording information relating to travel training, personal transport budgets and summary information from transport care plans

MAIN DUTIES

You will coordinate and undertake assessment of eligibility and offer, this will include documenting this in a Travel Support Plan and undertaking risk assessments where needed. You will also administer the Personal Transport Budget and coordinate and deliver Independent Travel Training.

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. Support 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. Coordinating the delivery of the travel training programme and the administration of the personal transport budget
4. Coordinating the assessment of eligibility and need and undertaking assessments of eligibility and need.
5. Working with key partners both internal and external.
6. Running of awareness sessions with parents/carers, teachers, and potential clients to inform them of the options for travel support.
7. Support the development of Travel Support Plans through undertaking initial assessment of client skills, abilities, and journey requirements.

8. Undertaking practical training, including accompanying clients on journeys, supporting and delivering group sessions as part of a programme of travel training or as part of training for contractors.
9. Monitoring, recording, and evaluating the progress of individual clients.
10. Maintaining a database of all travel training activities and preparing and providing reports, briefings and presentations as required
11. Assisting in the monitoring, recording, and evaluating the progress of Travel Support Plans.
12. Assisting in maintaining a database of all Travel Support Plans, Applications and Assessments, Appeals, Personal Transport Budgets and Independent Travel Training activities and preparing and providing reports, briefings and presentations as required.

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.

OR

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

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.

The post is customer-facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

Prepared by:

Name: April Waterson
Designation: Team Leader (Travel Support)
Date: November 2021

PERSON SPECIFICATION

Post: Travel Support Officer (TSP)

Department: Children's Services

Personal Attributes Required	Essential (E) Or Desirable (D)	Method of Assessment
<u>Qualifications</u> - Numeracy and literacy skills - Relevant Academic and/or Professional Qualification e.g. Teaching or Social Care or equivalent - Computer qualification e.g. ECDL/Clait Or equivalent	E D D	AF/C AF/C AF/C
<u>Knowledge and Experience</u>		
Experience of delivery of sustainable transport activities and interventions	E	AF/I
Experience in passing on knowledge and skills to others	E	AF/I
Experience of collecting, recording, maintaining, and reporting data	E	AF/I
Experience of working with young people	D	AF/I
Experience of working with people with disabilities	D	AF/I
Experience of partnership working with voluntary, statutory, or private organisations	D	AF/I
An understanding of the barriers facing people accessing transport in the community	E	AF/I
Knowledge and understanding of why certain groups experience social exclusion	D	AF/I



<u>Skills and Abilities</u>		
Awareness and understanding of appropriate legislation including data protection and transport issues.	E	AF/I
Awareness of sustainable and healthy travel options	D	AF/I
Ability to work effectively as part of a team	E	AF/I
Ability to work in an organised manner using own knowledge and expertise to deliver on time and to standard	E	AF/I
Ability to monitor and store critical data securely and accurately, confidentially, and responsibly	E	AF/I
Ability to communicate both verbally and in writing with a wide range of people in a community setting	E	AF/I
Ability to produce reports, correspondence and maintain written records to a high standard	E	AF/I/T
A good working knowledge of Word and Excel (Microsoft Office Software) and an ability to use databases	E	AF/I/T
Commitment to 'Making Every Contact Count' approach and One Council Values	E	AF/I
<u>Other</u>		
Post holder will be expected to deliver activities and/or attend meetings outside of normal working hours	E	AF/I
Satisfactory enhanced DBS will be required	E	C
Full driving licence	D	AF/C

Assessment Methods

AF: Application Form

I: Interview

C: Certificates

T: Test

Prepared by: April Waterson

Designation: Team Leader Travel Support

