Knowsley Council

Job description			
Job title	Travel Contract Monitoring Officer		
Grade	Grade G		
Directorate	Children and Young People		
Service/team	Travel and Travel Support Service		
Accountable to	Travel Support Manager		
Responsible for	Not applicable		
JE Reference		**Date Reviewed**	October 2026

Purpose of the Job

To provide the data management utilising IT systems and route mapping software, provider customer service answering calls and dealing with queries also offer general administrative functions of the council's Travel and Travel Support Service.

Support and report finding to the Travel and Travel Support Manager and make possible recommendations for improvements to the overall efficiency of service.

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 provide general support to the Travel and Travel Support Service and act as first point of contact point for all customers.

2. Maintain detailed, accurate up to date records of all transport services and service utilising the councils IT transport system including routing software.

3. Deal with general enquires and compile complaint information from schools, parents and contractors.

4. When appropriate make enquiries within the council or other agencies.

5. Participate in projects designed to improve the service and identify potential efficiencies.

Knowsley Council

6. Utilise route mapping software to identify efficiencies and area of performance issues.

7. Engage directly with service users regarding changes in travel support or requests for information.

8. Assist in regularly review progress and eligibility for all service users.

9. Process and manage mainstream travel passes.

10. Review invoice information and supply information regarding the financial status of routes, parental mileage and direct payments and report necessary variances.

11. Create brief weekly overviews of the performance of the transport providers to ensure that they are working to the set out key performance indicators.

12. Assist in the collation of information for Freedom of Information requests, Subject Access Requests and formal complaints.

13. To undertake any other professional duties which fall within the remit of the post as identified by the service manager.

14. Should take reasonable care to ensure that personal sensitive data is managed in accordance with the principles outlined in the corporate Data Protection Policy and procedures.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities

Knowsley Council



Health and Safety

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

Data Protection and Information Security

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