

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Home-to-School Transport Mainstream Officer
Salary:	£34,434 - £37,280
Grade:	9
Hours:	37 per week. We are open to discussions about flexible working.
Team:	Schools and Settings (Sufficiency)
Service Area:	Admissions and Transport
Primary Location:	<p><i>County Hall, Oxford OX1 1ND and remote</i></p> <p><i>Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process</i></p>
Budget responsibility:	Contract Spend Circa £9m revenue budget
Responsible to:	Team Leader – Home-to-School Transport Eligibility
Responsible for:	Administrative Assistance
Political Restricted Post:	

Job Purpose

The purpose of this role is to support the Home-to-School Transport Eligibility Team Leader in ensuring that home-to-school transport is awarded in accordance with Oxfordshire County Council's Home-to-School Travel and Transport Policy. The post holder will also make financially sound assessments on eligibility for council-funded travel assistance outside of policy where there are exceptional circumstances. This includes promoting and safeguarding the welfare of children and young people in line with Local Authority safeguarding procedures.

This role has a senior position within the team, contributing to the effective implementation of the Home-to-School Travel and Transport Policy and supporting the delivery of identified savings within the Home-to-School Transport budget.

The post holder will manage home-to-school transport matters for statutory school-aged children who attend mainstream education and who may be eligible for home-to-school transport.

Job Responsibilities

- Coordinate, manage and develop the process for home-to-school transport eligibility for statutory school-aged children and young people aged 16-19 who are resident in Oxfordshire.
- Managing the daily operational activities of home-to-school transport eligibility for mainstream school children, including contact with our Supported Travel Service, parents and schools.
- Manage the transport eligibility process for the primary and secondary phased transfer cohorts.
- Ensure that appropriate IT systems (Liquid Logic – EYES and EHM are fully utilised to ensure up-to-date accurate records of decisions are kept and timely management information is available.
- Manage travel requests from Pupil Referral Units (PRU), Alternative Provisions (AP) and In Year Fair Access Panel (IYFAP) decisions, providing authorisation for travel requests to the Supported Transport Team.
- Liaise with Highways and Operations team to determine safe walking routes, (site visits where necessary) and provide route assessments for appeals, including withdrawing of transport where needed.
- Maintain and coordinate working processes between Home-to-School Transport Eligibility, School Admissions and the Supported Travel Service to ensure a stable and motivated workforce is maintained and encourage and maintain effective communication with all relevant teams to ensure the sharing of consistent, accurate and relevant information.
- Support and assist with the implementation of the home-to-school transport appeals process which has been set out in law in line with statutory guidance and coordinate the production of the statement that is produced on behalf of the Local Authority and any documents and information in line with statutory deadlines within the framework and timescales set out in Acts of Parliament and Codes of Practice.
- Support and assist the School Transport Eligibility Team Leader in all issues home-to-school transport, including the preparation of Polices for Statutory school-aged children and young people in Post 16 education (including young people up to age 25 where an education establishment is named in an Education Health Care Plan (EHCP) or Statement of Special Educational Needs) ensuring that they adhere to Government legislation policy and procedure and assist to coordinate the production and dissemination of reports, documents and information to ensure all relevant stakeholders.
- Work with the Supported Travel Service to liaise with schools, parents and service providers to resolve low level behaviour issues.
- Ensure that the Administrative Assistants are managed and supported, with regular one to one meetings, clear objectives and a training and development plan.
- Lead, inspire and motivate the business support team and carry out a supervisory role, allocating and prioritising work.
- Act as an escalation point in relation to complaints, queries or issues that cannot be resolved by Administrative Assistants.
- Make exceptional transport decisions outside of the Home-to-School Travel and Transport Policy. Considering evidence provided by the family or other professional to make financially sound decisions where the circumstances and/or vulnerabilities of a child mean that travel assistance is considered as an exception and where approved can have a significant impact on the Home-to-School Transport Budget.
- Make decisions regarding the refusal or allocation of free home to school transport on unsafe route grounds, liaising with the Highways and Operations team on the assessments of walking

routes to schools and accompany the Team Leader (Vision Zero) on site visits where necessary.

- Support and assist the Home-to-School Transport Eligibility Team Leader to review routes to enable route efficiency and the process of the withdrawal of any home to school transport, ensuring that transport is withdrawn in accordance with the process and timeframe set out in the Home-to-School Transport Policy and parents are advised of the right to appeal.
- Maintain effective working relationships with the Supported Transport, SEND, Children's Social Care and Adult Social Care Services to achieve shared outcomes so that best practice can be shared, and service delivery can be optimised cost effectively in line with council policies and procedures.
- Work proactively with Childrens and Adults Social Care Services, the Safeguarding Team, Attendance and Engagement Team, Exclusion and Reintegration Officers, the police and other Local Authorities in recording and delivering information regarding children missing education, and children at risk and assisting in tracing missing children.
- Provide support to the Supported Travel Service on the process involved in determining transport decisions and the Home-to-School Travel and Transport Policy and provide advice and support on what mode of transport is deemed most suitable.
- When required liaise with other local authorities and with own admission authority schools regarding data transfer; establish and maintain benchmarking and performance indicators in comparison with other similar authorities.
- Ensure that all information regarding transport in all formats is stored and disposed of securely in accordance with the Data Protection Act.
- Respond confidently and objectively to inform parents and carers, elected members, military personnel, headteachers, school governors and other school staff about law and procedure regarding home to school transport, policy and appeals, using written, verbal and face-to-face communications.
- Prepare the documents that make up the statement on behalf of the Local Authority for both the review at Stage One and Stage Two of the appeals process and assist in the presentation of Home-to-School Transport appeals, for example producing photographs of the route, route maps, service bus information, home to school transport route data, route visits as appropriate and attendance at Home-to-School Transport Appeals from time to time to build up expertise in this area of work.
- Assist in the collation and production of data related to all aspects of home to school transport ensuring that all policies and procedures are in line with legislation, policy and guidance provided by the DFE. This will include the process for determining eligibility home to school transport, for all education establishments, and supporting information for reports to councillors, officers, the DfE and the media team, and the production of maps related to home to school transport requirements.
- Assist in the monitoring and control of routine budgetary information and other data to support processes and service level agreements.
- Have an understanding of the home to school transport budget and be able to support the Home-to-School Transport Eligibility Team Leader with insight into contract spend.
- Support the implementation and the maintenance of EYES.
- To maintain the council's website pages as they relate to the team's work.
- Assisting with the writing of reports for Members. FOI requests, press queries and mediation.
- Contribute to service projects and/or reviews, challenging existing practices and generating ideas and solutions, recognising and balancing risks with reward, meeting agreed timescales.
- Support equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.
- Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

- Participate in training, learning activities and performance development as required.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
Educated to A-Level standard or equivalent.	D
Strong understanding of Home-to-School Transport legislation, statutory guidance and local authority policy.	A/I/P
Confident applying detailed rules or statutory frameworks to individual cases.	A/I
Proven background in coordinating or managing eligibility-based services or operational processes within a public sector environment.	A/I
Skilled in producing professional-standard reports, statements of case and appeal documentation.	A/I
Demonstrates excellent written, verbal and face-to-face communication and presentation skills.	A/I
Competent user of IT systems, including case management platforms such as Liquid Logic (EYES/EHM/LMS).	A/I
Comfortable managing high-volume operational activity with accurate record keeping.	A/I

Strong organisational and time-management skills, with the capacity to work under pressure and meet statutory deadlines.	A/I
Sound judgement when handling complex, sensitive or escalated casework and customer enquiries.	A/I
Effective problem-solver who applies creative and divergent thinking to develop workable solutions.	A/I
Informed understanding of budget implications, ensuring decisions are financially sound and compliant with policy, legislation and procedures.	A/I
Models behaviours that reflect the council's values.	A/I
Encourages, motivates and supports colleagues, fostering a positive and respectful team culture.	A/I
Able to build strong working relationships with colleagues, schools, parents, Social Care, Admissions, Supported Transport and external partners.	A/I
Maintains professionalism when handling complaints and challenging conversations, demonstrating empathy and fairness.	A/I
Able to confidently represent the service and council at meetings.	A/I
Handles information securely and maintains confidentiality in accordance with the Data Protection Act.	A/I
Committed to equality, diversity and inclusive practice.	
Keeps knowledge up to date with changes in legislation, policy and organisational procedures.	
Desirable Criteria	Assessed By:
Knowledge and experience of using Liquid Logic Business Application Systems.	A/I
3 years' experience working within a Local Authority to support the provision of Home-to-School Transport.	A/I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
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<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens

<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

January 2026