**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications, and experience.

# Section A: Job Profile

The job profile provides 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

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| --- | --- |
| Job Title: | Officer – Special Needs and Social Care Transport  |
| Salary: | £32,076 - £34,834 |
| Grade: | 9 |
| Hours: | 37 - We are open to discussions about flexible working. |
| Team: | Supported Transport - Contracted and Fleet Services Team  |
| Service Area: | Environment and Highways – Highway Operations  |
| Primary Location: | The primary location is County Hall, Oxford but the team do work in an agile way. *[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]* |
| Budget responsibility: | None  |
| Responsible to: | Senior Officer, Special Needs and Social Care Transport  |
| Responsible for: | N/A |
| Political Restricted Post: | No |

## Job Purpose

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| --- |
| The Supported Transport Service seeks to be at the heart if the provision of alternative safe and efficient transport. The service provides transport that enables people of all ages to play and active part in the community and live their lives to their full potential. We do this by arranging school and social care transport whilst placing the resident at the heart of everything we do.The Supported Transport Service contracts over 700 vehicles travelling, conveying 10,000 children and vulnerable adults every day. This activity is undertaken by both an in-house provision of vehicles and staff as well as an outsourced procured external service. As an Officer- Special Needs and Social Care Transport the post holder will deliver cost efficient, safe home to school and Social Care transport. This will involve awarding contracts using the Council’s Dynamic Purchasing System (DPS) with an understanding of procurement rules. The post holder will award contracts in the most cost-efficient way and where possible taking into consideration the needs of the individual being conveyed. The post holder will be responsible for the following:* Work closely and cooperatively with colleagues in the Children Services Directorate to arrange the provision of appropriate, cost effective and safe passenger transport to Educational and Social Care Establishments using Service Providers under contract to the County Council or In House Fleet Services e.g. Schools, After School Clubs, Meadowbrook College and Post 16-19 Colleges.
* Work closely and cooperatively with colleagues in the Children and Adult Services Directorate to arrange the provision of appropriate cost effective and safe passenger transport to Educational and Social Care Establishments using Service Providers under contract to the County Council or In House Fleet Services.
* Arrange monthly Children and Adult Respite bookings arranged on separate purpose-built grids, liaising with respite centres to change transport and SEN to cancel or reinstate existing transport
* To ensure that appropriate ICT systems (Liquid Logic – EYE’s, Real Time Data System, GOSS and the Special Educational Needs inhouse database) are fully utilised to ensure up-to-date accurate records of activity are kept and that appropriate timely management information is available.
* Adding new Social Care users and teams to the GOSS system and provide relevant training to these teams on how to use the GOSS system.
* To arrange transport using the County Council’s Direct Purchasing System (DPS), awarding contracts to Service Providers, approved and signed into the DPS and within the Council’s Scheme of Delegation.
* Record in a timely manner on the Quality Monitoring Complaints. Log all complaints or concerns that are raised in relation to booked journeys.
* Undertake Initial Student Travel Assessment in conjunction with parents to determine Mode of Travel.
* Actively promote the Council’s Direct Travel Payment policy. Ensuring parents are aware of the policy and when accepted as an alternative to contracted travel, payments are made and recorded in a timely manner.
* Order and process Season Ticket Bus Passes for students travelling on the public service network.
* Process applications for the Council’s Spare Seat Scheme
* To work with the Council’s Emergency Duty Team (EDT) to ensure all out of hours bookings are recorded and confirmed with the relevant Service Providers. Resolve invoice queries prior to submission to the Finance Team for payment.
* Maintain a list of EDT Service Providers who can be called upon for out of hours transport bookings
* Provide excellent customer service by communicating effectively with all stakeholders via telephone and email
* Attendance and engagement at ‘Triage’ meetings to find solutions to challenging transport issues and concerns. Work with the Risk Assessment Team, schools, providers and parents to implement solutions
* Be the first point of call in the Lone Transport request process. Liaise with the Risk Assessment Team and action any outcomes, e.g procure lone transport
* When requested liaise with the Children’s and Adult Services Safeguarding Teams.
* Work with both the Senior Officer, Contracted Services and other Officer colleagues in the service to ensure peaks of activity are managed efficiently.
* Liaise with Children and Adult Services and other Directorates to collaboratively contribute to solutions
* Continually assess modes of travel assistance including engaging with parents, guardians and Social Workers to discuss modes of transport assistance and maintain effective relationships via telephone or face to face discussions and maintain records of conversations.
* Work within the Officer’s Code of Conduct being mindful of social media policy and any conflicts of interest.
* Participate in training, learning activities and performance development as required.
* To operate in accordance with statutory, County and Departmental policies, procedures and regulations.
* With the Senior Officer, assist in the training of all new staff.
* The service works operationally Mon – Thur 07:30 to 17:00 and Fri 07:30 to 16:00 term time only. During this time the post holder will be expected to work with others to provide cover
* Work across both SEN and Social Care as required by the Senior Offricer otr Team Leader
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| **Job Responsibilities**Strategy and Decision Making   * To ensure the delivery of the aims and ambitions of the Council, as set by the Council’s Leadership Team, specifically relating to Supported Transport and the Children’s Directorate Home to School Transport Policy.
* To make contract award decisions in line with the Councils Scheme of Delegation and Contract Procurement Rules (CPR)
* To work closely with colleagues across both E&P and Children’s Directorate to embed more efficient and effective business processes, enabling the achievement of financial targets and savings.
* To make reactive operational decisions to ensure the daily delivery of Home to School Transport
* Ensure all contract awards provide the Council and the Customer with efficient and effective transport.

  Relationships and Stakeholder Management   * To build and promote relationships across the Council, its Suppliers and other Partners while delivering effective and consistent services, which represent value for money.

  Technical / Professional   * Deliver efficient and effective Home to School Transport across the County, taking into account individual student’s needs.
* Understand the Council’s home to School Transport policy
* Understand the Council’s Direct Travel Payment policy
* Support the management team in the collection and delivery of service KPI’s in order to achieve Council objectives.
* Support the implementation and then the maintenance of the ‘Shepherd’ real time contract management system, using it to evidence complaints of punctuality across the market and to ensure abidence with DBS and other regulatory requirements
* Knonwlegde of the Oxfordshire public transport network e.g Bus, Train and Community Transport
* Geographical knowledge of Oxfordshire and surrounding neighbouring Authorities

 Any other duties as may be deemed necessary to carry out the full remit of the role.   |

# 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

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - 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. You will be expected to address each point separately and, in the order, listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| * Good general education with GCSE grade C level English & Maths or equivalent
* Experience of using MS Office i.e., Excel, Word, Outlook and Teams.
* Experience of being able to input and extract data in databases and spreadsheets
* Proven knowledge and understanding of General Data Protection Regulations (GDPR)
* Accurate Keyboard Skills
* Experience of following set processes and instructions
* Experience of collating and presenting data
* Experience of delivering clear written and oral communications
* Experience of working with financial information
* Experience of working with and the understanding of Conditions of Contract
* Previous front line working with internal and external customers, including dealing with difficult and challenging customers
* Experience of using own initiative as well as being able to participate in team discussions
* Ability to problem solve including collaboratively contribute to solutions for others
* Ability to prioritise workload while responding to the needs of the service and colleagues
* Commitment to providing good customer service with a drive for continuous improvement
* Able to deal with information that is confidential in its nature
* Excellent attention to detail
* Commitment to and understanding of the principles of Equal Opportunities for all, in employment and the delivery of services
 | AA/IAA/IAA/IAAAAA/IA/IAAAA/IAA |
| Desirable Criteria | Assessed By: |
| * Experience of working in a large complex organisation.
* An understanding of Special Educational Needs and Social Care issues
* Experience of working in Supported Transport or/and the wider transport industry
* An understanding of the Councils Home to School Transport Policy
 | A/IAA A/I |

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# 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](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

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

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [x]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

|  |  |
| --- | --- |
| [ ]  | 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).

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [x]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks/face coverings | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [ ]  | Face-to-face contact with members of the public |
| [ ]  | Other (please specify):      |  |  |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after considering any personal requirements.

# March 2024