

## Job Summary Overview

<b>Job title</b>	Travel Assessment Officer
<b>Career family</b>	Operational Support
<b>Professional pathway</b>	Fleet and Transport
<b>Career family level</b>	Intermediate / Officer (Tier 7)
<b>Grade</b>	10
<b>Reports to</b>	Travel Commissioning Manager
<b>Financial responsibility</b>	The compiling of the final travel options, ensuring best value whilst ensuring travel policies are followed for the total value of travel in Supported Travel of a total of up to £44 million
<b>Supervisory responsibility</b>	N/A
<b>Reference number</b>	

## Job Summary

The Travel Assessment Officer is tasked with triaging all applications for travel assistance within the Service, making sure that individuals are paired with the most suitable travel option according to their needs and eligibility aligning with our Home to School Travel and Transport Policy and hierarchy of travel when assessing suitability. This evaluation covers a range of solutions, including Independent Travel Training, Personal Transport Budgets, bus passes, and council-arranged transport. The Officer receives and processes applications, works closely with families, establishments, and Transport Coordinators, and maintains detailed records to support informed decision-making.

A key aspect of the role is ensuring that all travel solutions are safe, cost-effective, and designed to foster independence wherever appropriate, while also upholding safeguarding standards. The Officer actively contributes to ongoing service improvement initiatives, identifying opportunities to enhance service delivery and operational efficiency.

Beyond operational duties, the Travel Assessment Officer plays a significant part in supporting the service's financial performance. This includes assisting with budgeting, forecasting, and reporting activities, as well as analysing travel data to pinpoint opportunities for cost savings. The Officer ensures all financial practices comply with council regulations and contributes to strategic, long-term planning.

This position requires a self-directed individual with excellent organisational, analytical, and communication skills. The postholder must effectively manage their workload, prioritise tasks in alignment with service objectives and deadlines, and be accountable for meeting key performance indicators. Reporting on deliverables and supporting ongoing service improvement are core expectations of the role.

A proactive approach to problem-solving is critical, as is the ability to make sound decisions and take ownership of complex or urgent issues. Success in this position depends on a strong commitment to continuous improvement, professional growth, and teamwork. Balancing operational requirements with financial accountability,

service quality, and safeguarding responsibilities is essential for success as a Travel Assessment Officer.

- Deliver high-quality operational and administrative services across transport coordination, contract compliance, finance, and vetting, aligned with organisational priorities.
- Monitor and evaluate service performance, using data, KPIs, and feedback to inform improvements and ensure service quality.
- Ensure compliance with relevant legislation, safeguarding protocols, financial regulations, and internal policies, maintaining high standards of service delivery.
- Maintain accurate records and reporting systems, supporting audits, inspections, and operational transparency across multiple service areas.
- Coordinate with internal teams and external providers to ensure effective service delivery, contract management, and stakeholder engagement.
- Support procurement, budget monitoring, and financial processes, ensuring value for money and efficient resource use.
- Working with difficult emotional circumstances and ability to negotiate in such times
- Enhanced communication and relationship building with stakeholders
- Manage application and assessment processes, including travel eligibility, route planning, and risk evaluation to support service users.
- Oversee vetting and DBS procedures, ensuring secure handling of sensitive information and alignment with safeguarding frameworks.
- Contribute to service improvement initiatives, identifying risks, resolving operational issues, and supporting policy development.
- Provide expert advice and operational insight, supporting decision-making and contributing to strategic planning and service development.
- Process financial instructions for finance and service requests, while maintaining records.

Specific requirements	Essential <i>Mark with ✓ ▪</i>	Desirable <i>Mark with ✓ ▪</i>
Experience in assessing applications or eligibility for public services.	✓ ▪	
Working knowledge of safeguarding principles and practices.	✓ ▪	
Experience in handling sensitive data and maintaining accurate records.	✓ ▪	
Familiarity with travel assistance schemes (e.g., Independent Travel Training, Personal Transport Budgets, bus passes).		✓ ▪
Strong analytical and decision-making skills.	✓ ▪	
Excellent communication and stakeholder engagement abilities.	✓ ▪	
High level of organisational and time management skills.	✓ ▪	
Ability to interpret policy and apply it to individual cases.	✓ ▪	
Competence in using digital systems for data entry, reporting, and analysis.	✓ ▪	

Understanding of local authority transport services and eligibility criteria.	✓ ■	
Awareness of financial regulations and budget monitoring practices.		✓ ■
Knowledge of safeguarding protocols and risk assessment procedures.	✓ ■	
Experience working with families, schools, or vulnerable individuals.		✓ ■
Involvement in service improvement or procedure development.		✓ ■
Experience in financial forecasting or cost-saving analysis.		✓ ■
Familiarity with council systems for travel coordination or finance.		✓ ■
Ability to manage complex or urgent cases independently.		✓ ■
Experience in presenting data or reports to support strategic planning.		✓ ■
Level 3 qualification (e.g., A-levels, NVQ Level 3, BTEC) (or will work towards) in: <ul style="list-style-type: none"> <li>• Public Services</li> <li>• Social Care</li> <li>• Business Administration</li> <li>• Transport or Travel Planning</li> <li>• Education or Youth Work</li> </ul>	✓ ■	■
Minimum of 5 GCSEs (A*-C) grade or equivalent academic achievements.	✓ ■	■

## Working Arrangements

- The post is not politically restricted.
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy [add link].
- Able to travel across the county and work from various office locations within the county.

## Health and Safety at Work [Completed by service lead]

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post 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):		