Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

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

Role Details

Job Title:	Home to School Transport Customer Relations and Appeals Coordinator	JEID	M0702
Salary Grade:	K		
Team:	Transport Delivery		
Service Area:	Environment Services		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Commissioning Lead - Mainstream & SEND H2ST		
Responsible for:	n/a		

Role Purpose

- To be responsible for the coordination and implementation of Home to School Transport appeals processes.
- To work with colleagues in Transport Delivery to ensure that all applications for transport assistance are processed in line with policy.
- To support the Lead Commissioner Home to School Transport in the development of Home to School transport policies and process regarding complaints and appeals.
- To support the dissemination of Home to School Transport complaints and appeals process.
- Review and adapt processes to ensure they are effective and efficient mechanisms for dealing with complaints.
- Respond to customer, contractor and professional feedback including complaints and compliments

Role Responsibilities

- To support the Lead Commissioner in the ongoing review of complaints and home to school transport appeals procedures across the organisation, ensuring that procedures and protocols are in place for the successful handling of complaints including where these involve other statutory agencies, contracted-out services, and external organisations.

- Coordinate complaints and home to school transport appeals and review evidence of previous communications to provide a detailed and holistic response; including documentation, recollections of those involved and what would be deemed reasonable based on what we know. To liaise with all relevant stakeholders and internal specialists to make sure all necessary expertise is used in investigating and resolving the complaint.
- To ensure the complaints and home to school transport appeals records are kept up to date with the progress of each case, accurately recording details of the complaint and appeal, the outcome, and the cost to the business, including an accurate report summarising these.
- Manage and ensure suitable electronic record filing systems are in place that are compliant with internal audit standards.
- Work with and train colleagues in Home to School Transport and education services to identify innovative ways to improve the quality of Home to School Transport within the allocated resources.
- To maintain, review and update where necessary all information for the public and for internal staff on the separate procedures for complaints and home to school transport appeals, including hard copy leaflets, web pages and template letters.
- Communicate directly with members of the public for MPs, Cllrs and senior officers relating to queries, complaints, home to school transport appeals and general requests for information relating to the service area.
- Be Lead Officer to colleagues in all service areas regarding complaints and home to school transport appeals procedures including education services.
- To act as the first point of contact for members of the public who wish to make a complaint under one of the procedures and home to school transport appeals.
- Coordinate allocation of enquiries and feedback enquiries to the relevant teams as and when required, to investigate and seek relevant information needed to respond effectively within the required time frames.
- To ensure each complaint and home to school transport appeal is handled in line with the principles of treating all clients fairly and in a cost-effective manner. To produce clear and well-written decision letters, explaining the conclusions reached. To identify the root cause of each complaint and appeal.
- To assist in ensuring that all transport applications are effectively and efficiently processed in line with council policy. Liaise and communicate with colleagues in transport operations to support the effective and efficient delivery of home to school transport
- Oversee Freedom of Information and Subject Access Requests with consultation with the relevant teams within Home to School Transport
- To keep up to date with relevant national guidance and policy changes and assist in the development of local Home to School Transport policies ensuring effective operational delivery.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
Level 4 qualification (NVQ Level 4/HNC) or 5 years equivalent experience working in a transport/education environment	A / I / D
Knowledge and understanding of the duties upon local authorities regarding Home to School Transport, Special Educational Needs and Disabilities (SEND), Adult Social Care and Equality and Diversity	A / I
An accurate, thorough, and very organised person with experience of keeping case records in line with statutory, corporate, and time-related requirements.	A / I
Experienced at carrying out investigations, and writing clear, concise reports – demonstration of the use of both own initiative and collaboration with relevant stakeholders is essential.	A / I
Experience in extracting and reporting on complex information and data to present in a variety of formats to a wide range of audiences (e.g., headteachers, elected members, senior officers)	A / I
Effective communication and interpersonal skills both written and verbal, with various types of stakeholders.	A / I
Inspiring confidence in your decision making and presenting clear written arguments in a concise but compelling way.	A / I
Resilience whilst working under pressure. Experienced at meeting challenging deadlines, dealing effectively with competing demands, and prepared to address subject matters that can be emotive or demanding-	A / I
Experience of completing and processing Subject Access Requests, Freedom of Information and other Information Requests and survey returns.	A / I
Awareness of safeguarding, client confidentiality and data protection	A / I

Desirable Criteria

	Assessed By:
Evidence of further professional development in a relevant area	A / I
Able to produce and deliver training packages to either individuals or groups.	A / I
Knowledge and experience of local government procurement and tendering processes	A / I
Good level of computer skills, including Microsoft Office (Word, Excel) and experience of using databases such as Synergy and Flexi Route	A / I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and

Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
☐ 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	☐ 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
☒ Significant use of computers (display screen equipment)	☒ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☒ 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	☐ 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):	