

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:	Concessionary Travel Support Officer	JEID	M0592
Salary Grade:	Scale G		
Team:	Transport Delivery		
Service Area:	Communities		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Concessionary Travel Manager		
Responsible for:	N/A		

Role Purpose

The jobholder will play a key role in approving the issuing of bus passes across the whole of Warwickshire and managing customer data. This will include supporting and monitoring the work of staff in one stop shops (both County Council and District/Borough Council) and the customer service centre in their delivery of the frontline service.

Role Responsibilities

1. To deal with letters, phone calls, emails and online enquiries from customers and frontline staff, including discussing sensitive information
2. To monitor accuracy of information submitted by staff and customers and follow up discrepancies
3. To validate a variety of sources of evidence of eligibility presented by customers
4. To approve the issuing of bus passes via the SmartConnect card management database
5. To advise customers about eligibility criteria, the evidence required and the application process
6. To advise staff at face-to-face and telephone-based locations on how to handle enquiries
7. To maintain/update sensitive personal information about our customers and to keep it accurate and current, including digitising the data
8. To communicate effectively within the team and provide a customer focussed service
9. To operate a range of efficient administrative systems and procedures within the team that specifically supports the operation of the Concessionary Travel service
10. To manage finance tasks on behalf of the team

11. To carry out other such duties as may be required from time to time

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:

1. A-level, or NVQ3, or relevant experience in the area of public transport and customer service	A I
2. Good literacy and numeracy skills	A I
3. To be able to use a keyboard and mouse with precision and speed	A I
4. Experience of regularly handling and processing large quantities of sensitive and personal manual or computerised information including familiarity with GDPR	A I
5. Ability to communicate clearly and effectively in person and over the telephone.	A I
6. Experience of following procedures and processes.	A I
7. The ability to work under pressure including meeting deadlines and dealing with interruptions	A I
8. Ability to support other members of staff working in a different location and work area, including monitoring work and correcting errors	A I
9. To be able to effectively communicate, in person, by telephone, and/or in writing, a variety of information to a range of people, including some of the more vulnerable people in society.	A I
10. Knowledge of the role of the County Council in delivering concessionary travel	A I
11. Ability to remain calm and tactful when dealing with angry, difficult or distressed people	A I
12. Experience in a role which requires confidentiality and protection of personal data	A I
13. Ability to spot errors and problems, and to take effective action to remedy them.	A I
14. Understanding of bus pass eligibility criteria, and the ability to analyse an application and apply them	A I
15. Ability to understand government guidance associated with Concessionary Travel eligibility	A I
16. Ability to understand and explain complex eligibility rules to vulnerable customers in a clear and simple way.	A I
17. Previous experience of direct contact with members of the public	A I
18. To be able to work with some initiative and little close supervision	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.

<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 WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" 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 checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input checked="" 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 checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	