

Job Description

For Administrative 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:	Transport Operations Support Officer	JEID	AD002
Salary Grade:	Grade F		
Team:	Transport Operations		
Service Area:	Transport Delivery		
Primary Location:	Hawkes Point, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager - Transport Operations		
Responsible for:	None		

Role Purpose

To support the work of the Transport Operations team. This post includes the provision of information in response to queries and issues raised by phone or email relating to Home to School Transport by parents, transport operators and schools. Also includes following these matters up where appropriate. Provides administrative support for other functions including (but not limited to) operator training and DBS, and contractor compliance and performance.

Role Responsibilities

A "front line" member of staff in answering calls and responding to email queries (including sometimes challenging conversations/messages). These are with parents/carers and a variety of partners including schools, educational establishments and social workers in writing and over the phone. This is a very high volume area, with very high numbers of calls and messages on a daily basis which need to be prioritised.

Use knowledge of WCC responsibilities and processes regarding the provision of transport to direct and advise accordingly.

Make extensive use of Flexiroute (Transport Database) and supporting records and sources of information to look up and manage details of transport provision for customers and contractors.

Maintain and update these systems including those for transport arrangements, complaints, and the monitoring of contractors and contracts compliance and performance.

Manage and maintain records of training and DBS status of staff working for transport contractors. Where there are compliance issues, work with line manager and colleagues to ensure this is communicated to the operator concerned and initial sanctions put in place.

Carry out other duties as may be required to support the work of Transport Operations as determined by the Team Manager

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Administrator – Level 2
-----------	-------------------------

Main Tasks

- To operate a range of efficient administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To communicate effectively within the team and provide a customer focussed service.
- To provide a frontline customer response service and resolve issues relating to a wide range of routine enquiries.
- To manage the work of a small team and deputise for the Team Administrator as required.
- To support the efficient operation and provision all office services and equipment.
- To undertake research and information gathering activities and provide management information data as requested.
- To undertake a range of financial administrative tasks in accordance with relevant procedures.
- To maintain a range of complex data accurately and securely and retrieve data in a timely manner.
- To maximise the use of ICT to enhance the efficiency and quality of support and service provision.

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:

Good literacy and numeracy skills	A, I
To be able to independently interpret and analyse information and facts to solve varied problems	A, I

To be able to communicate, in person and/or in writing, a variety of information to a range of people	A, I
To be able to use a keyboard with some precision and speed	A, I
To be able to work with some initiative and little close supervision	A, I
To be able to use own initiative to respond independently to problems and unexpected situations	A, I
The ability to work under pressure including meeting deadlines and dealing with interruptions	A, I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A, I
Ability to supervise a small team, including work allocation, monitoring performance management and support	A, I
Experience of accounting for considerable sums of money	A, I
Experience of handling and processing manual or computerised information	A, I

Desirable Criteria

Assessed By:

Knowledge of the requirements of Local Authorities regarding Home to School transport	A, I
Previous experience of working in a transport environment	A, I
Excellent Customer Service Skills	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):	