

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 Entitlement Assessor	JEID	L0354
Salary Grade:	Grade H		
Team:	Transport Entitlement and Eligibility		
Service Area:	Transport Delivery		
Primary Location:	Hawkes Point		
Political Restriction	This position is not politically restricted.		
Responsible to:	Commissioning Manager		
Responsible for:	N/A		

Role Purpose

This role is part of Warwickshire County Council's Home to School Transport Service, in the Home to School Transport Eligibility and Entitlement team. The role includes assisting and supporting parents to apply for Home to School Transport assistance, processing applications, and assessing eligibility based on WCC policy and statutory guidance, to ensure all pupils and participants in Warwickshire receive a fair and equitable service.

The post holder will liaise with stakeholders including schools/settings, parent/carers, professionals and services within Transport Delivery. Working proactively, looking for new ways of working, contributing to the successful outcome of the Service's Delivery Plan, including assisting with Home to School Transport appeals.

Role Responsibilities

Receive, investigate and assess all Home to School/College and Adult Social Care transport applications.

Work alongside schools, social care and health representatives to gather evidence and information to best support individuals across Warwickshire.

Maintain up to date and accurate records and prepare reports for senior officers as requested.

Record and produce outcomes of Stage 2 Home to School Transport Appeals in a professional and easy to read manner.

Data input and interrogation of Council systems such as Qpaths, Synergy and PAXQR or any successor system as required.

Represent the Home to School Transport Eligibility and Entitlement team at meetings as required.

Use developed analytical skills to interpret evidence submitted (such as supporting medical evidence and proof of low-income status.).

Review and adapt processes to ensure they are effective and efficient mechanisms for assessing applications.

Communication of both positive and negative outcomes of transport decisions to parents/carers and a variety of partners/stakeholders including schools, educational establishments and social workers in writing and over the phone.

To assist with reviewing and updating public facing information and internal staff on the procedures for Home to School Transport applications

To act as a point of contact for members of the public who wish to make a complaint/appeal regarding Home to School Transport appeals.

Coordinate enquiries to the relevant area of the team as and when required, whilst investigating the relevant information needed to respond effectively within the outlined time frames.

To assist in ensuring that 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

To keep up to date with relevant national guidance and policy changes.

Customer liaison (including customer call handling) with variety of partners including schools, educational establishments and social workers, both in writing and over the phone.

Work proactively as part of a team, supporting that team to work effectively and efficiently.

To provide a frontline customer response service and resolve basic enquiries.

The postholder will work flexibly to meet the needs of the business, supporting the team in line with modern and flexible working arrangements.

Carry out other duties as may be required to support the work of the Home to School Transport Service.

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 3 or equivalent experience in a relevant field (e.g. education or home to school transport)	A, D
Excellent computer skills with experience of using databases and administrative experience	A, I
The ability to independently interpret and analyse varied information or situations to produce innovative solutions	A, I
Able to cope and function effectively when working in a pressurised environment.	A, I
Strong and effective written communication skills with the ability to communicate complicated or sensitive information to varied audience.	A, I
Be able to verbally communicate varying information to a range of people with unique circumstances.	A, I
A keen eye for detail, with the ability to investigate further when applicable.	A, I
Respect, maintain and understand confidentiality	A, I
Experience of holding difficult conversations	A, I
Ability to work both independently and as part of a team, and knowing when to seek further advice	A, I
Experience using initiative in planning & prioritising own workload and time management skills	A, I

Desirable Criteria

Assessed By:

Good geographical knowledge of the County and surrounding area	A, I
Experience in a working in the home to school transport environment	A, I
Knowledge of home to school transport legislation	A, I
Experience with Synergy, Qpaths and/or PAXQR	A, I
Experience of working with vulnerable individuals	A, D

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	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 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 type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	