

Title Transport Solutions Assistant	Department Place	Post Ref.
Job Purpose To deliver the Authorities transport policies, evaluating commissioning request and securing the best value outcome		
Key Responsibilities <ol style="list-style-type: none"> 1. To support the delivery of a wide range of specialist transport, including specialist home to school transport, youth justice, CFCS, Adult Social care and respite short breaks providing solutions for internal and external costs. 2. To monitor contract performance, including site visits and investigate issues reported by service users or clients. 3. To ensure that National and County Council safeguarding and the child protection measure are followed. 4. To be responsible for the procurement and evaluation of best value ad-hoc transport for client departments 5. To be responsible for the evaluation of Direct Travel Assistance Payments (DTAP) to parents and carers. 6. To review and analyse contract performance and practice against agreed specifications or service level agreements and to assist in service reviews and wider opportunities for efficiency savings including site visits across the County. 7. To identify savings where ad hoc contracts may be converted to longer term contracts generating savings through efficient procurement. 	Key Accountabilities <ol style="list-style-type: none"> 1. Transport request are actioned within appropriate timescales. 2. Ensuring that all service users are treated in accordance with Customer care Policy 3. All contracts operate accordance with service specifications and issues or disputes are resolved. 4. All transport is provided in a safe manner offering protection and security to vulnerable users 5. Transport solutions are delivered within the allocated budget 6. Parents are offered an alternative to direct transport which meets their requirements and best value for the Authority. 7. Contract and services are delivered properly and opportunities for efficiency savings are identified and implemented meeting all budget requirements. 8. Service efficiencies are properly investigated and communicated to all stakeholders ensuring practical and deliverable solutions are found. 	

<ul style="list-style-type: none"> 8. To be responsible for ensuring all service users have a certified Transport Care Plan where required through liaison with care professional and schools 9. Assess service development opportunities in conjunction with colleagues, clients. Members of the public and other stakeholders. 10. Using bespoke software systems to maintain accurate financial and client information and to create reports as required. 11. To verify payments to suppliers and clients and to monitor revenue returns where appropriate. 12. To support the Transport Solutions officers in delivering the service priorities and to deputise for the officers when required. 13. To deal directly with clients and suppliers with a high level of customer care. 	<ul style="list-style-type: none"> 9. Contract costs are managed in an efficient manner. 10. All service users are transported in a safe and professional manner which meets their medical or physical needs 11. Client departments and commissioning officers have accurate and timely budget information 12. Suppliers and clients receive prompt payment and revenue streams are recorded efficiently 13. The Transport Solutions team provides a high quality and reliable service to all clients and customers, meeting service level agreement standards 14. All clients are satisfied with the service provided.
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
<i>Education and Knowledge</i> <ul style="list-style-type: none"> 1. NVQ level 2 in business management or equivalent 2. Understanding and experience of customer focussed delivery 3. Understanding of specialist transport services, in particular for those with learning or physical difficulties 4. Understanding of the County Councils home to school transport policies. 	<i>Personal skills and general competencies</i> <ul style="list-style-type: none"> 15. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff 16. Strong interpersonal skills to negotiate and mediate with commissioning officers and customers 17. Ability to make decisions and solve problems to meet operational targets, and prioritising the resources available

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<div>5. Knowledge and understanding of Safeguarding and child protection issues</div> <div>6. Ability to collect, analyse and interpret data</div> <div>7. Geographical knowledge of Nottinghamshire and surrounding areas</div> <div>8. Knowledge of the Councils role in providing transport services</div> <div>9. The ability to respond sensitively to customers where there may be emotional concerns or conflict.</div>	<div>18.Ability to meet agreed objectives and delivery targets by the effective use of resources.</div> <div>19.A high level of accuracy in recording and reporting financial details and operational issues.</div>
<div>Experience</div> <div>10. Experience of verbal and written communication with customers, partners and team members.</div> <div>11.Experience of transport related environment, including the understanding of timetables, schedules and vehicle working</div> <div>12.Good understanding of ICT systems including specialist technical systems</div>	
<div>Role Dimensions</div> <div>13.To support the delivery of the Transport Solutions teams objectives, supporting the Transport Officers and deputising as required</div> <div>14.To ensure procurement of services follow best value principles. Ensuring financial regulations are met and budgets monitored</div> <div>15.To ensure that a professional and reliable service is delivered to all clients through over 400 contract services and over 40k transport bookings carrying over 2000 clients per day</div> <div>16.To ensure accurate information and data is available to Senior Managers and client departments.</div>	

Date 19.3.21

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