



<b><i>Title</i></b>	<b><i>Department</i></b>	<b><i>Post Ref.</i></b>
<b>Local Bus &amp; School Transport Assistant (<i>Tier 7 Junior Role</i>)</b>	<b>Transport &amp; Travel Services – Transport Solutions</b>	<b><i>Indicative Grade 3</i></b>
<b><i>Job Purpose</i></b>  To deliver the Authorities transport policies, evaluating commissioning requests and securing the best value outcome.		
<b><i>Key Responsibilities</i></b>  <ol style="list-style-type: none"><li>1. To support the delivery of a wide range of specialised transport, including local bus, home to school and community transport providing solutions for internal and external clients.</li><li>2. To monitor contract performance and investigate issues reported by service users or clients.</li><li>3. To ensure that National and County Council safeguarding and child protection measures are followed.</li><li>4. To assist the Travel assistance eligibility section in assessing applications.</li><li>5. To be responsible for the procurement and evaluation of best value ad-hoc transport for client departments.</li><li>6. To review and analyse contract performance and practice against agreed specification or service level agreements and to assist in service reviews and wider opportunities for efficiency savings including site visits across the County.</li><li>7. Assess service development opportunities in conjunction with colleagues, clients, members of the public and other stakeholders.</li><li>8. Using bespoke software systems to maintain accurate financial and client information and to create reports as required.</li><li>9. To verify payments to suppliers and clients and to monitor revenue returns where appropriate.</li><li>10. To support the Transport Officers in delivering the service priorities and to deputise for the Officers when required.</li></ol>	<b><i>Key Accountabilities</i></b>  Transport requests are actioned within appropriate timescales. Ensuring that all service users are treated in accordance with the Customer Care Policy All contracts operate in accordance with service specifications and issues or disputes are resolved. All transport is provided in a safe manner offering protection and security to vulnerable users. All travel awards are scrutinised and awarded within policy and budgetary guidelines Transport solutions are delivered within the allocated budget.  Contracts and services are delivered properly and opportunities for efficiency savings are identified and implemented.  Service efficiencies are properly investigated and communicated to all stakeholders ensuring practical and deliverable solutions are found. Client departments and commissioning officers have accurate and timely budget information. Suppliers and clients receive prompt payment and revenue streams are recorded efficiently. The Transport Solutions team provides a high quality and reliable service to all clients. All clients are satisfied with the service provided.	

11.To deal directly with clients and suppliers with a high level of customer care.	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

***Person Specification***

***Education and Knowledge***

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.
5. Knowledge and understanding of Safeguarding and child protection issues.
6. Ability to collect, analyse and interpret data.
7. Geographical knowledge of Nottinghamshire and surrounding areas.
8. The ability to respond sensitively to customers where there may be emotional concerns or conflict.
9. A full UK driving licence is required.

***Personal skills and general competencies***

- 10.A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff.
- 11.Ability to meet agreed objectives and delivery targets through effective planning and use of resources.
- 12.A high level of accuracy in recording and reporting financial details and operational issues.
- 13.Ability to make decisions and solve problems to meet operational targets and to prioritise the resources available.
- 14.Strong interpersonal skills to negotiate and mediate with commissioning officers and customers

**Experience**

1. Experience of verbal and written communication with customers, partners and team members.
2. Experience of a transport related environment, including the understanding of timetables, schedules and vehicle workings.
3. Good understanding of I.T systems including specialist technical systems.

**Role Dimensions**

1. To support the delivery of the Local Bus & School Transport teams objectives.
2. To ensure procurement of services follow best value principles.
3. To ensure a professional and reliable service is delivered to all clients through over 300 contract services carrying over 5000 passengers per day.
4. To ensure accurate information and data is available to Senior Managers and client departments.

*Please attach a structure chart*

Date 20.09.2016