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## Job Profile

<b>Provisional Job Title:</b> Travel Assistance Admin Officer	<b>Grade:</b> SC5
<b>Section:</b> Childrens Services Finance	<b>Directorate:</b> Childrens Services
<b>Responsible to:</b> SEN Travel Assistance Coordinator	<b>Responsible for:</b> N/A
<b>Post Number:</b>	

### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose:

To provide support to the SEN Travel Assistance team with the day-to-day administration duties, including managing the Panel applications and process.



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### **Specific Duties and Responsibilities:**

- To assist the Travel Assistance Coordinator in managing the day-to-day operations.
- To ensure effective office management by being the main point of contact for internal and external stakeholders.
- Monitoring and managing the SEN Travel Assistance inbox and cascading emails to the appropriate team members.
- To assist the Commercial Transport Coordinator with admin tasks.
- Collating and recording incidents and following procedure to notify parents and schools.
- Receiving and reviewing the SEN Travel Assistance applications and ensuring the information is complete. Contacting parents for incomplete application forms, and medical evidence if needed.
- Preparing the agenda, collating Educational Health Care Plans (EHCPs), taking minutes, and completing actions for the SEN Travel Assistance panel.
- Taking phone calls from parents/schools/internal & external stakeholders, with enquiries, changes to travel assistance and complaints.
- Assisting with preparations for meetings by helping to create agendas and collating other documents.
- Taking minutes at meetings such as contract monitoring, contract negotiations and panels.
- Assisting with paying Travel Assistance Budgets (TAB), setting up new suppliers, and raising supplier purchase orders.
- Collating school term dates for accurate travel days.
- Assisting with the annual review process for travel assistance, by collating information, sending letters, and contacting schools.



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- Making sure the SEN mailbox auto response and webpage is always up to date.
- Develop, implement, and maintain administrative systems that deliver outcomes of best value and the efficient function of the SEN transport section.
- Other duties as required

### **Generic Duties and Responsibilities**

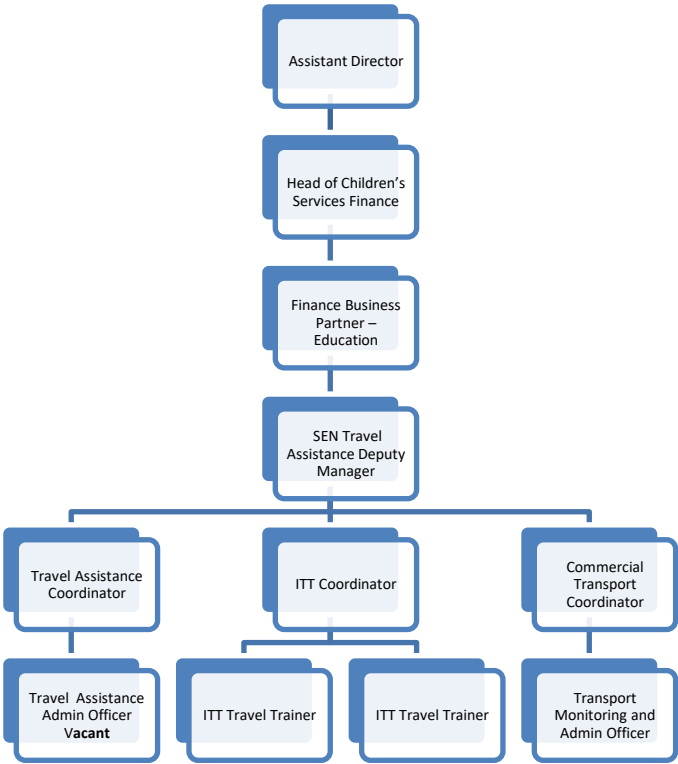
- To contribute to the continuous improvement of the Borough of Wandsworth services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

### **Additional Information**

This is a development opportunity for an enthusiastic individual with customer service experience and admin skills to take their next step on the career ladder. The successful candidate will be supported by experienced staff and provided with regular supervision.



Current Team Structure





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### Our Values and Behaviours<sup>1</sup>

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work.
- High standards of customer services.
- continuously seeking better value for money and improved outcomes at lower cost.
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working.

<sup>1</sup> These values and behaviours will be developed further as the SSA becomes established.



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Requirements		Assessed by A & I/ T/ C
<b>Knowledge</b>		
Understanding of good customer service / customer relations		I/A
Understanding of collaborative working/ working in partnership with stakeholders		I/A
Some office admin experience		I/A
Basic understanding of transactions and accurate record keeping		I
Understanding of safeguarding		I
<b>Experience</b>		
Working with suppliers and customers		I
<b>Skills</b>		
Inputting to and creating Excel spreadsheets		T
Good timekeeping and time management		I
Good attention to detail		I/A
Good telephone manners		I/A
Simple letter and email writing		I/A
Good interpersonal and communication skills		I/A
Good level of maths and English		T
<b>Qualifications</b>		
N/A		