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## Job Profile

<b>Provisional Job Title:</b> SEN Travel Assistance - Apprentice	<b>Grade:</b> Apprentice range
<b>Section:</b> Childrens Services Finance	<b>Directorate:</b> Childrens Services
<b>Responsible to:</b> SEN Travel Assistance Manager	<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 finance support to the Children's Services SEN Travel Assistance team to take:

- **Phone calls:** from parents, providers, schools and other internal and external stakeholders.
- **Team Inbox Management:** Monitoring and managing the SEN Travel Assistance inbox and cascading it to the appropriate team members.
- **Minute taking:** Taking minutes at meetings such as contract monitoring, contract negotiations and panels.
- **Information gathering:** Liaising with stakeholders to gather information.



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

- Taking phone calls from parents where parents might be requesting changes in their travel arrangements or making complaints.
- Taking phone calls from bus, taxi and independent travel training (ITT) providers (all providers) where changes are made to schedules, late running transport, incident reports and other logistical arrangements.
- Taking phone calls from schools where changes are made to schedules, late running transport, incident reports, safeguarding concerns and other logistical arrangements.
- Where information is received the information needs to be cascaded to the appropriate team member to capture the information into the relevant documents.
- Monitoring and managing the SEN Travel Assistance inbox and cascading it to the appropriate team members.
- 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 transport contract reviews. Helping to obtaining quotes and liaising with providers and parents.
- Raising supplier purchase orders.
- Making payments to suppliers.
- Other duties required by the SEN Travel Assistance team manager.

### **Progression:**

- Producing accurate reports and management information to support decision making. This is a development area for the role. The tasks will encompass taking raw data and converting the data into information that can be used for management decision making, including trend information on costs, activities and services.



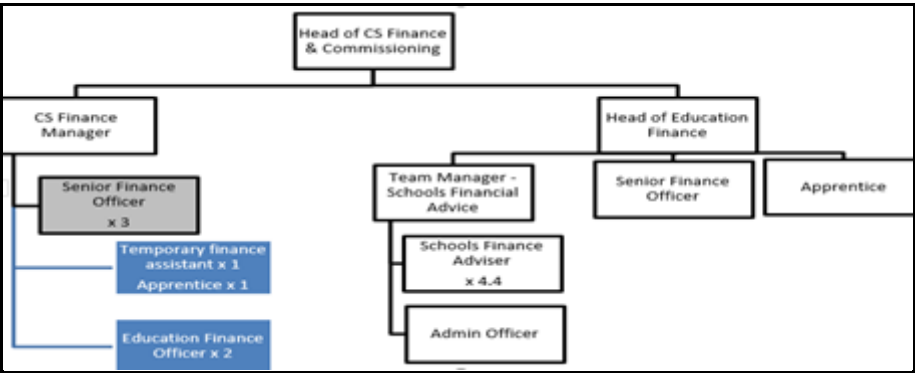
**Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond 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 both 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 IT skills to take their first 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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<b>Provisional Job Title:</b> Children's Service Finance Apprentice	<b>Grade:</b> Apprentice range
<b>Section:</b> Children's Services Finance	<b>Directorate:</b> Children's Services
<b>Responsible to:</b> Senior Finance Officer	<b>Responsible for:</b> N/A
<b>Post Number/s:</b>	<b>Date</b> April 2019

### 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

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

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



Qualifications	
N/A	