



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: SEN Travel Assistance Deputy Manager	Grade: PO4
Section: Schools Finance	Directorate: Childrens Service
Responsible to following manager: Education Finance Business Partner	Responsible for following staff: 1 x Senior Transport Officer 1 x Travel Assistance Coordinator 1 X ITT Coordinator
Post Number/s: TBC	Last review date: March 2021

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth 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 the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The transport service is provided for Wandsworth children with special needs. The post holder has the specific responsibility for the delivery of the service, and stakeholder engagement with clients, stakeholders and other Council departments.

The service is a statutory requirement that is demand led resulting in financial pressures on the home to school transport budget.

The post holder will need to be sensitive and have a firm understanding of pupil's specific needs and the impact that transport can have on their education and well-being.



Specific Duties and Responsibilities

1. To manage the transport service of the day to day operation of special needs contracts, providing transport for approximately 600+ pupils' travelling by bus and taxi, or receiving financial assistance and the independent travel service.
2. To identify the most appropriate and cost-effective method of transport is sourced for pupils with special educational needs and regularly review costs to ensure that they provide best value for money.
3. To manage the coordinators, providing training and ongoing supervision, ensuring that tasks are completed and systems and procedures are followed and to carry out monthly review meetings.
4. To ensure effective office management by being the main point of contact for internal and external stakeholders, providing information on relevant transport matters whilst working in close partnership and developing professional relationships with, schools, stakeholders, parents, social workers, other departments and local authorities.
5. Take all opportunities to streamline the transport services by increasing both the cost effectiveness and efficiency of the services.
6. To attend SEN Travel Assistance Panel in order to decide on the best method of transport, taking into account the pupil's requirements, location in the borough and needs, ensuring they are transported to school in a stress free environment ready for the school day ahead.
7. Manage, monitor and respond effectively to incidents and complaints, ensuring that these are investigated fully and appropriate action taken. Where appropriate attending strategy meetings and team around the child (TAC) meetings with other departments.
8. To oversee that all the relevant detailed documentation appertaining to the transport of pupils is provided to the contractor, parents and schools.
9. Liaise with all client groups, such as parents forum, Special Needs Schools and other partners to build relationships and understand best practice.
10. To assist the team to manage the Wandsworth central database of drivers and escorts employed by the contractors ensuring that the relevant checks are undertaken with both the Disclosure and Barring Service (DBS) also with the Independent Safeguarding Authority (ISA) and driver's Public Carriage Office License (PCO) requirements with Transport for London (TFL).
11. To manage the safeguarding system put in place for both for bus and taxi contractor's staff, ensuring child protection and safeguarding guidance forms are signed and adhered to, booking taxi staff onto the council's on-line safeguarding course and monitoring this to ensure that they are completing the course within the specified time scales.
12. To monitor both the bus & taxi and be responsible for the production of the monthly performance measures in relation to the bus, taxi, TAB and ITT service.

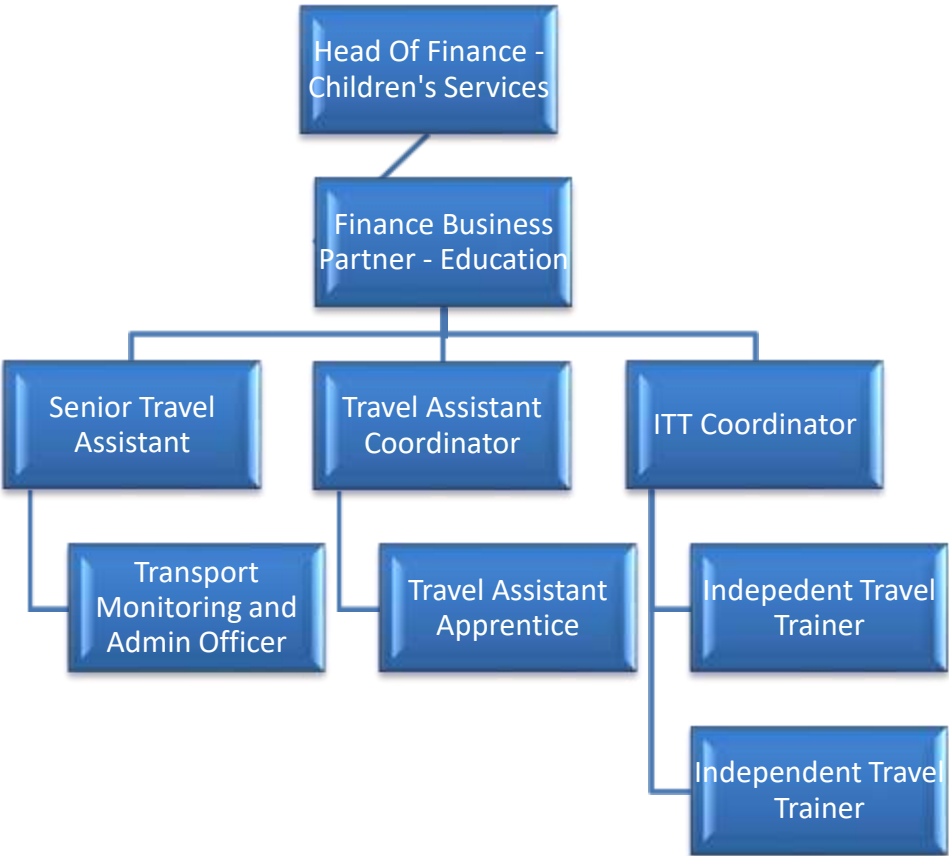


13. To manage and monitor the contractors ensuring that they adhere to the terms and conditions as laid out in the bus & taxi contract and follow the agreed specifications.
14. To respond to requests for statistical data and external queries including FOI requests in a timely manner.
15. To ensure sensitive information, electronic and manual, is kept confidential and inform contractors of their duties under the Data Protection Act.
16. To carry out regular monitoring checks of the service providers in conjunction with the Council's transport support team
17. To undertake any other reasonable task as directed by the SEN Travel Assistance Manager.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working 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 both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the 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.

Team structure



Person Specification

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Our values and Behaviours¹

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:

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- **Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.
- **Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.
- **Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Skills	
Ability to act in a supervisory role.	A/I
Ability to keep accurate and detailed records and filing systems.	A/I
Ability in the use of IT systems including Word, Excel, Access and PowerPoint.	A/T
Able to work effectively, prioritising workloads and meeting tight deadlines.	A/I

Able to work under pressure, remaining calm in difficult and stressful situations.	A/I
Able to communicate effectively both verbally and in writing.	A/T
Able to produce on time accurate statistical and budgetary information.	A/T
Ability to investigate, record accurately and resolve complaints/incidents effectively.	A/I
Achieve customer satisfaction whilst ensuring the most suitable form of transport for pupils with special needs.	A
Ability to negotiate with contractors to ensure best value for money.	A
Ability to ascertain the most effective routes at the most cost-effective price.	A/I
Ability to ensure that pupils are able to travel stress free and for most destinations meet council guidelines for length of journey time.	A
Demonstrate a commitment to continuously improve own knowledge, skills and performance.	A/I
Knowledge and experience	
Good geographical knowledge of the Borough of Wandsworth and Greater London.	A/I
SEN transport environment, including staff & budget management whilst achieving a quality service.	A/I
Qualifications	
5 GCSE's A-C including Math and English	E
NVG Level 3 in Business and Administration (or equivalent)	D
IT qualification such as ECDL (or equivalent)	D
ILM Level 3 (or equivalent management qualification)	D

A – Application form / CV

I – Interview

T – Test

C - Certificate