

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Travel & Assessment Officer
Grade	PS7	Reports to (role title)	Senior Travel & Assessment Team Leader
		Directorate/School	CFL
JE Band	228-268	Service/Department	Commissioning
		Date Role Profile was created	Aug-22

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To ensure the efficient and effective delivery of Surrey School Travel & Assessment Team by undertaking related operational tasks and processes; liaising with parents, head teachers and other internal and external agencies where necessary, and offering guidance and support to service users. Tasks must be undertaken in accordance with relevant Government legislation and Surrey County Council policies, with an emphasis on attention to detail, high levels of customer service and safeguarding.
Work Context	<p>Children's Services provide a range of highly specialist services to vulnerable children and young people. Services are delivered directly to children and their families within extensive statutory frameworks and staff working in these areas need specialist knowledge in order to deliver effective services to these high risk and high need groups. Much of the work requires close working with stakeholders (Senior Managers, County Councillors, Emergency Planning). These are sensitive and often emotive service areas that are of significant interest to Councillors and the public.</p> <p>This post is set within the Commissioning team, which has responsibility for delivering the home to school transport service for children across the authority. This is a complex statutory area of work that requires adherence to policies and procedures. The post holder must operate to ensure safeguarding issues are adhered to as well as appropriate resources given to pupils who are eligible for travel assistance.</p> <p>Continuous personal/professional development is to be undertaken and high standards of competence maintained in all areas necessary to fulfil the position. Suitable opportunities for development will be identified as required. An overall awareness of Children's Service and the County Council must be maintained to contribute effectively towards policies and procedures. Recommendations should be made where appropriate, for the benefit and improvement of the organisation and value for money.</p>
Line management responsibility if applicable	No direct line management
Budget responsibility if applicable	Influence on operational budget of £40m

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required.</p> <p>Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Demonstrable high level of organisational ability within a large and complex organisation. • Evidence of continuous training and personal development • Experience of working within similar environment. • Demonstrable high level of confidentiality. • DBS check will be required • Note taking experience • Evidence of using feedback to develop, reflect and learn from own behaviour, identifying impact of actions on others • Effective interpersonal, influencing and negotiation skills • Practical experience and understanding of business supporting service teams.
Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>

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