JIN 3920 – January 2018

**BRIGHTON & HOVE CITY COUNCIL**

**JOB DESCRIPTION**

**JOB TITLE: Transport Accessibility Officer**

**REPORTS TO: Senior Transport Accessibility Supervisor**

**DELIVERY UNIT: City Transport**

**TEAM: Parking Services**

**PURPOSE OF JOB**

To ensure Blue Badge and Concessionary Travel applications are processed for our most vulnerable and older residents, in order that Department for Transport Guidance is adhered to and excellent accessible customer service is delivered.

To deliver excellent customer service and support the audit requirements of this highly sensitive area.

**PRINCIPAL ACCOUNTABILITIES**

1. Deliver excellent customer service including over the counter, telephone and by email to service users who will often need assistance.
2. Assess Blue Badge and Concessionary Travel applications considering complex medical conditions and eligibility criteria, ensuring supporting evidence produced substantiates medical conditions or disabilities. Researching and interpreting to establish how mobility could be affected
3. Monitor all applications, ensuring all Blue Badges are issued correctly and monies accounted for in accordance with agreed audit procedures. This will include ensuring that correct documentation is received to validate genuine applications.
4. Reject applications by applicants who do not meet the criteria producing a detailed, informative and reasoned response.
5. Be highly organised when dealing with all aspects in relation to mobility assessments, including liaising with contractors, allocating and sending appointment letters, booking rooms, checking Clients of Concern Register and reviewing recommendations by Independent Mobility Assessors.
6. Participate in enforcement against Blue Badge and Concessionary Travel Misuse, including speaking to badge and pass holders about suspected misuse and writing witness statements for prosecution. Arrange for concessions to be returned promptly to holder following misuse investigation, ensuring misuse declaration is understood and signed.
7. To respond to verbal and written enquiries and produce information regarding Blue Badge & Concessionary Travel, ensuring customer satisfaction.
8. To deal tactfully with all telephone enquiries or personal calls from members of the public, other officers, contractor staff and elected members and process these in accordance with the set procedures.
9. To advise the Supervisor of any work which cannot be completed or resolved within set deadlines.
10. To deputise for the Senior Travel Accessibility Supervisor as required.

**General responsibilities**

# To work within and actively promote the City Council’s Inclusive Council Equalities Policy at a level appropriate to the job and must at all times carry out his/her duties with due regard to the Council’s Equalities Policy.

To ensure a safe and healthy working environment and to be responsible for the implementation of the provision of health and Safety legislation in respect of such employees and such areas of the workplace as may fall under the direct control of the office.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

• To maintain awareness of current Health & Safety legislation and understand and comply with Health and Safety Policy.

• To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice

• To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice

• To ensure that safe premises, equipment and working environments are maintained

The post holder may be required to work within the framework of Monday to Saturday.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes. The list of duties in the job description should not be regarded as exclusive or exhaustive.

This job description sets out the duties of the post at the present time.

**PERSON SPECIFICATION**

**JOB TITLE: Transport Accessibility Officer**

**DELIVERY UNIT: City Transport**

**TEAM: Parking Services**

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| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Knowledge, qualifications and Experience** | * Educated to NVQ level 2 or equivalent or equivalent relevant experience * Experience of working within a front office, customer focused environment. * An understanding of Parking regulations * Ability to research and understand medical diagnosis’, conditions and prescriptions assessing how they can effect a persons mobility * Proven organisational and administrative experience * Dealing with high volumes of accurate data entry * Experience of work in a sensitive pressured environment. * Ability to prioritise a heavy and varied workload |
| **Skills and Abilities** | * Good numeracy skills * Excellent letter writing skills * Good Word, Excel and general IT literacy * Ability to communicate sensitively with challenging members of the public * To interpret and apply complex legislation and statutory guidance * Ability to change priorities as required * Work in fast paced environment. |
| **Equal Opportunities**  **Health & Safety** | * To be able to demonstrate a commitment to the principle of Equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy. * Appropriate use of the Disabilities Act 2010 * Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training * Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks |
| **Other Requirements** | * The postholder will be required to present a good image of the Council * The post holder will be required to work within an operational framework of Monday to Saturday |