

## **JOB DESCRIPTION**

**J OB TITLE: Schools Travel Liaison & Compliance Lead**

**GRADE: 5** *(consultation grade - subject to formal evaluation under the Pay Equity Review)*

**NO OF POSTS:**

**J OB NO:**

**DIVISION: Children and Young People's Travel Service**

**SECTION: Travel Eligibility & Operations & Compliance**

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: **YES/NO**

### **1.0 J OB PURPOSE**

- 1.1 Under the general direction of the Assistant Director, ensure that all core delivery activities are delivered. Ensure appropriate resources and systems are in place and supported to ensure delivery against performance management frameworks.
- 1.2 To lead and effectively manage the service to resolve complaints received from across the Children & Young People's Travel Service and providing an excellent level of customer service.
- 1.3 To lead in ensuring that all operators and other organisations of services who provide transport and/or passenger assistants are compliant with regards to safeguarding and service standards
- 1.4 To lead in building effective relationships across key frontline and other support services and with parents, carers, schools, operators, and the general public, to ensure that any complaints are dealt with within agreed timescales and professionally at all times.
- 1.5 To lead on ensuring that the Disclosure and Barring Service (DBS) and ID Badges checks to ensure those working on routes have obtained a satisfactory Enhanced DBS with required barring list checks.
- 1.6 To lead the Safeguarding and Compliance team to ensure service standards are maintained and monitored and any non-compliance is investigated

## **2.0 DUTIES AND RESPONSIBILITIES**

### **Management**

- 2.1 Manage and motivate employees in the delivery of a high quality and customer focused Service, to include: Recruit, develop, motivate, manage, and appraise team members, encouraging them to reach their full potential within the organisation and generate high performance in others
- 2.2 Identify staff training needs and organise training for employees, partners and beneficiaries
- 2.3 Promote and reinforce a strong customer focused, responsive, flexible, "can do" culture throughout the service
- 2.4 Ensuring effective communication to all employees to ensure they are consulted and informed about business and service objectives and understand their role in service improvement
- 2.5 Undertake sickness absence management, performance development reviews, employee development activities, handling capability issues and disciplinary casework, as required
- 2.6 Provide advice and guidance as an expert in Home to School Travel service
- 2.7 Responsibility to oversee and manage the Safeguarding and Compliance team to ensure service standards are maintained and monitored

### **Contract Compliance, Management and Customer Service**

- 2.8 To lead, manage, fully investigate and analyse all complaints providing the customer and school establishments with a fair and comprehensive resolution.
- 2.9 To lead on the effective resolution of all complaints within SLA, meeting KPIs and complying with Birmingham City Council Policy deadlines and rules.
- 2.10 Manager, implement, develop, analyse and alert team managers to any trends detected whilst resolving complaint(s).
- 2.11 Facilitating and minuting meetings between complainants and staff.
- 2.12 Contact internal and external parties for relevant information required to investigate and close complaints.
- 2.13 To ensure that the culture of treating all customers fairly is adhered to at-all-times and review **the Customer's** complaint/viewpoint to ensure a fair and impartial resolution.
- 2.14 Ensure the service reflects the vision, values, aims and objectives of the service Team, and setting appropriate standards to be achieved on an individual, team and overall service basis
- 2.15 Accountable for ensuring day-to-day contract management of providers is undertaken consistently by Officers in line with agreed KPI's. Ensure any issues have been followed

up and appropriate complaint resolution is achieved, mediating with providers as necessary in relation to the following issues and incidents:

Compliance

Safeguarding

Health & Safety

- 2.16 Attend and where required lead relevant monitoring and performance meetings, ensuring supporting information has been provided by the team.
- 2.17 Have oversight of the organization and delivery of on-site inspections to make sure service delivery standards continue to be met. Ensuring findings are recorded and acted upon to resolve any service issues or concerns that were identified.
- 2.18 Lead delivery of a level of customer service that reflects the vision, values, aims and objectives of Birmingham City Council and partners.
- 2.19 To lead on ensuring appropriate handling of confidential and the sensitive nature of customer enquiries, handling difficult or potentially aggressive situations in a professional manner
- 2.20 Manage specialist or escalated calls from Customer Services Advisors a and when required.
- 2.21 Manage specialist or escalated calls from Customer Services Advisors as and when required to deal with complaint and overseeing of tickets raised.
- 2.22 Develop, report and review key business performance indicators to improve service delivery and monitor performance relative to own service area and external suppliers
- 2.23 Monitor and control effectiveness in terms of work planning, programming and delivery. Contribute to the development, implementation and review of the Service Plan to meet the City Council's objectives
- 2.24 Establish and maintain effective working relationships with all employees, external agencies, contractors and build partnerships with all stakeholders involved with the Application, Eligibility and Review (and related activities)
- 2.25 Using an on-line script and other ICT systems (including updating and maintenance of databases and general housekeeping), provide accurate and appropriate information and advice on the range of services provided by the Travel Assist Service.

### **Policy, Budget Management and Best Value**

- 2.26 Responsibility for development, review and update of the Code of Good Practice and Transport Policy in line with all legislative requirements (i.e. health and safety, road traffic/transport law and regulations, Equality Act 2010, Data Protection) in consultation with all stakeholders

- 2.27 To champion awareness of the Council's Home to School Travel Policy to increase awareness and understanding. Continuing to encourage independence amongst young people and the use of alternative travel options where these are appropriate options.
- 2.28 Keep up to date of relevant legislation, statutory guidance and local policies/regulations, attending workshops and training as necessary for the role
- 2.29 Monitor to ensure financial records are kept up to date to enable efficient processing of invoices for delivery of travel services. Supporting Travel Operations Officers investigate invoice discrepancies, providing appropriate support and information to finances colleagues when required
- 2.30 Support financial decision making by working with appropriate stakeholders

### **Data Management & Administration**

- 2.31 Accurately capture and document all complaints according to internal policies and procedures.
- 2.32 Ensure the complaints' database is updated and that all information held is accurate. Handling complex inbound and outbound telephone calls and other forms of communication.
- 2.33 Maintain up to date knowledge of services and ICT developments to ensure that customer service is delivered in accordance with service standards and a professional image is presented to customers
- 2.34 Maintain accurate and up to date records relating to delivery of the service and its performance on agreed Council systems (databases and spreadsheets) to ensure accurate records of all transport arrangements exist and can be effectively used for day to day operations and monitoring of the service.
- 2.35 To provide management and performance data as requested to aid the monitoring and management of the service and ongoing improvement to service performance, processes and systems.

### **Safeguarding, Data Protection, and Health and Safety**

- 2.36 As cited in [Birmingham City Council Corporate Safeguarding Policy](#), the local authority has an overarching responsibility for safeguarding and promoting the welfare of all children and young people in its area. The law requiring this is set out under the 1989 and 2004 Children Acts, the Education Act 2002, and supported by government statutory guidance Working Together to Safeguard Children (July 2018) and Keeping Children Safe in Education (September 2022).
- 2.37 In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

- 2.38 Protect the council's information assets from unauthorized access, disclosure, modification, destruction or interference.
- 2.39 Ensure that Health and Safety legislation is adhered to and to ensure appropriate up to date risk assessments are in place
- 2.40 Support on development, review and update of the CYPTS Equality Impact Assessments to include development of data collection systems, consultations, and initiatives/actions that ensures positive outcomes relating to equalities for customers and employees
- 2.41 Ensure investigation of all safeguarding and general complaints are undertaken effectively and learning from the outcomes is achieved
- 2.42 Support the development of risk assessment and safe method of working documentation, assist and support in the development of policies or codes of practice for all Travel Operations Officer activities in consultation with service providers and in line with legislative guidelines

#### **Team, Collaborative Working and Continuous Improvement**

- 2.43 Support and improve service delivery by identifying and proposing new customer contact and networking strategies, staff training programmes, processes, standards and systems
- 2.44 Ensure effective organization is established to respond to emails sent to the team mailbox are responded in a timely and effective fashion by the Travel Operation Officers
- 2.45 To be flexible in working contracted hours over an extended working day
- 2.46 Take a leading role to contribute to the planning and forecasting of work schedules specific to Travel Assist activities
- 2.47 Lead and set an example of setting standards on an individual, team and overall basis
- 2.48 Work effectively within a team, sharing knowledge and guidance with colleagues, working flexibly and ensuring participation in team-based activities
- 2.49 Play an active role to improve and develop the Travel Assist team including assisting with redesign of service delivery, including risks and issues associated with the changes in delivery
- 2.50 To organize and be available for office cover as part of a rota to ensure the service is effectively staffed between **06:30 and 17:30** to respond to related transport enquiries and operational issues
- 2.51 Any other duties and responsibilities within the range of the salary grade
- 2.52 Deputise for other leads within the Children & Young People's Travel Service as required

**OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

### 3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Schools Travel Liaison Lead

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. Plan own work to ensure the meeting of defined objectives.

### 4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
Travel Operations Lead	5	1	2

\*Use 1,2 or 3 as in 3.2

### 5.0 SPECIAL CONDITIONS

DBS check required for the post	<b>Yes</b>		No	
Level of check required	Standard			
	Enhanced			
	Enhanced with barred list check - Adults			
	Enhanced with barred list check - Children's			
	<b>Enhanced with barred list check – Adults &amp; Children's</b>			

<b>Date:</b>	<b>Name:</b>	<b>Signature:</b>
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**Person Specification**

**Post:** **Schools Travel Liaison & Compliance Lead** **Grade: Gr5** *(consultation grade - subject to formal evaluation under the Pay Equity Review)*

**Division:** **Children and Young Person's Travel Services** **Section:** **Travel Eligibility & Operations & Compliance**

**Directorate:** **Children Services**

**Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;  
T. = Test or Exercise; C. = Certificate; P. = Presentation.**

CRITERIA	ESSENTIAL	M.O.A.
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<b>Education/Qualifications</b> NB: Full regard must be paid to overseas qualifications.	Excellent numeracy and literacy, written and verbal  Ability to craft complex communications to school establishments and other stakeholders  Management qualification or relevant experience	AF / I/P
<b>Experience</b> (Relevant work and other experience)	<b>Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016)</b>  1. Good understanding and awareness of corporate and strategic objectives and ability to link these to service plans  2. Lead and manage a small team and collaboratively work with members and service providers, school establishments to achieve positive outcomes.  3. Financial resource management review, monitoring and report with the support of the Finance & Performance Officer  4. Principles of customer care and client focused service delivery  5. Use of systems and technology in developing and delivering service objectives  6. Effective employee people and performance management practice and techniques  7. Understanding and awareness of disability issues in the context of service delivery including compliance with the Equality Act 2010  8. Equal opportunities in service delivery to ensure accessibility and appropriateness to meet the diverse needs of customers	AF/T/ I/P
<b>Skills &amp; Ability</b> e.g. written communication skills, dealing with the public etc.	1. Excellent customer relations  2. Proven ability to operate at managerial and practical levels  3. Excellent written and verbal communication	AF/I/P

4. People management skills · Build and maintain relationships with a wide range of people
5. Analyse information and formulate a range of proposed solutions
6. Ability to make formal and informal presentations to a diverse range of stakeholders
7. Lead by example and motivate team and individuals · High level of organisational and interpersonal skills
8. Use of ICT in service delivery and performance management
9. An understanding of financial management and budgetary reporting
10. High level of initiative and independent action within a team working environment · Prioritise workload and respond effectively and efficiently to emergencies · Flexible approach to work and ability to adapt to changing working environment
11. Proven experience of management and business support within customer focused service
12. Promoting equalities in service delivery and employment.
13. Supporting the development initiatives that promote independence and safeguards individual rights relating to people with disabilities
14. Good working knowledge and understanding of people management activities and practices
15. Building and maintaining successful working relationships with customers, stakeholders and team members
16. Cross functional team working and joined up service delivery within an organisation and with partners
17. Ability to maintain specified standards of health & safety, confidentiality and data protection
18. Ability to demonstrate a sound understanding of the principles of Safeguarding children and

	<p>vulnerable adults</p> <p>19. Ability to lead mediation with providers in relation to the following issues and related incidents:</p> <p style="padding-left: 40px;">Compliance</p> <p style="padding-left: 40px;">Safeguarding</p> <p style="padding-left: 40px;">Health and Safety</p> <p>20. Accountability – willingness to take personal responsibility for your actions and decisions and the team, understanding the consequences of behaviour displayed</p> <p>21. Knowledgeable of national legislation and Corporate/Directorate policies and procedures and able to work within these.</p> <p>22. Awareness of Data Protection and confidentiality issues</p> <p>23. Excellent understanding of the challenges faced by children and young people with special educational needs and their families</p>	
<b>Training</b>	<p>Customer Service relevant training</p> <p>Able to effectively use and understand ICT systems</p>	AF / I
<b>Other</b>	<p>Enhanced DBS clearance</p> <p>Willing and able to work outside normal office hours as required especially during peak periods</p> <p>Willing and able to travel around the borough as required</p>	AF / I

All staff are expected to **understand** and be **committed** to Equal Opportunities