

JOB DESCRIPTION

JOB TITLE: Travel Passenger Lead

JOB NO:

GRADE: 6

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

NO OF POSTS: 1

SECTION: Travel Passenger

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES

1.0 JOB PURPOSE

- 1.1 Under the general direction of the Assistant Director ensure that all core service activities are delivered by Travel Passenger Team Leaders and Travel Passenger Officers.
- 1.2 Responsible for ensuring appropriate resources and systems are in place and supported to ensure delivery against performance management frameworks.
- 1.3 To be accountable for the collation and analysis of data to assess service performance against established KPI's, and responsible for producing performance reports to aid and inform the service of its effectiveness and any potential future issues or concerns
- 1.4 To be accountable and provide strategic direction for the delivery of the Travel Passenger Service and the wider impact on the Children and Young People's Travel Service budget
- 1.5 To provide leadership and direction to contribute to service development and corporate initiatives
- 1.6 Provide effective management and empowerment of officers to enable the policy of inclusion and independent travel by developing different forms of travel assistance and to effectively contribute to service development and corporate initiatives.

2.0 DUTIES AND RESPONSIBILITIES

Management

- 2.1 Manage and motivate employees in the delivery of a high quality and customer focused Travel Passenger team, to include: Recruit, develop, motivate, manage and appraise team members, encouraging them to reach their full potential within the organization and generate high performance in others
- 2.2 To mentor and coach team leaders within the team to effectively manage and motivate employees to achieve team objectives and continue to improve the service delivered
- 2.3 Identify staff training needs and organize training for employees, partners, and beneficiaries

- 2.4 Champion lead by example, and empower employees to deliver a strong customer focused, responsible, flexible, "can do" culture throughout the service
- 2.5 Be accountable for ensuring effective communication is in place for all employees to ensure they are consulted and informed about business and service objectives and understand their role in service improvement
- 2.6 Responsible for managing sickness absence management, performance development reviews, employee development activities, handling capability issues and disciplinary casework, as required
- 2.7 Provide advice and guidance and clear strategic direction as an expert in Children and Young People's Travel for the Travel Passenger team
- 2.8 Ability to act up for the Assistant Director when required

Passenger Assistants Allocation & Co-ordination

- 2.9 Accountable for ensuring officers adhere to prescribed procedures to lead and demonstrate the delivery of optimal allocation of resources is achieved and value for money can be demonstrated in relation to allocation of Passenger Assistants.
- 2.10 Accountable for the successful allocation (dispatch) of Passenger Assistants and approved suppliers ensuring accuracy and confidentiality of data/information is always maintained; and verify all completed journeys prior to processing for payment
- 2.11 Responsible for the deployment and supervision of Passenger Assistants in line with prescribed procedures and adherence to Council Policy and practice.
- 2.12 Responsible for effective delivery of performance reviews of Passenger Assistants
- 2.13 Accountable for ensuring the processing of BCC Casual Passenger Assistants forms for payment. Validating accuracy of work and hours undertaken against records of routes and the allocation of Passenger Assistants
- 2.14 Accountable for the effective processing of BCC Permanent Passenger Assistants additional hours claims. Assessing the accuracy of work undertaken and claimed, contracted hours, and total additional hours against service records. Ensuring claims are correctly submitted and additional hours approved for payroll to process.
- 2.15 Accountable for the effective processing of Agency Passenger Assistant returns, matching the agency employee details with records held by the service against the day being claimed, ensuring hours, days and rates claimed match before approval is given for payment processing.
- 2.16 Responsible for the effective delivery of training of Passenger Assistants to ensure they are knowledgeable and able to provide appropriate support for children and young people accessing the route they assigned to.

- 2.17 Accountable for ensuring correct processing of Council employed Passenger Assistants sickness, absence, leave, including and resulting action that may require occupational health referrals or ill health retirement

Customer Service

- 2.18 Responsible for ensuring the team is the first point of call for all stakeholders contacting the service, supporting Passenger Travel Team Leaders and Officers as necessary to ensure accurate and timely recording of issues/concerns and that appropriate action has been taken to resolve any identified problems.
- 2.19 Responsible for ensuring the service reflects the vision, values, aims and objectives of the Travel Passenger Team, and setting appropriate standards to be achieved on an individual, team and overall service basis
- 2.20 Accountable for ensuring day-to-day contract management of Passenger Assistant suppliers is undertaken by Travel Passenger Officers in line with agreed KPI's. Ensuring any issues have been followed up and appropriate complaint resolution is achieved, mediating with suppliers as necessary in relation to the following issues and incidents:
- Compliance
 - Safeguarding
 - Health and Safety
- 2.21 Ensure attendance of officers and when required provide leadership and strategic oversight at relevant monitoring and performance meetings, ensuring supporting information has been provided by the team in advance.
- 2.22 Accountable for the co-ordination of training for Passenger Assistants, including booking of spaces, booking of venues and trainers. When required lead training deliver during training sessions
- 2.23 Accountable for ensuring the team deliver a level of customer service within the team that reflects the vision, values, aims and objectives of Birmingham City Council and partners.
- 2.24 Responsible for embedding within the team respect the confidential and sensitive nature of customer enquiries and handle difficult or potentially aggressive situations appropriately
- 2.25 Responsible for ensuring specialist or escalated calls from Customers Services Advisors are taken by the team and responded to in line with requirements, as and when required
- 2.26 Empower the Travel Passenger Team Leaders and Officers to lead the handling of complex queries/problems/complaints that are generated by contacts from customers to find solutions to meet the customers' needs, providing guidance and direction as and when necessary

- 2.27 Provide leadership and strategic direction to develop specialist requirements of the service and make seasoned suggestions on how to improve customer service and technical issues/problems
- 2.28 Accountable for the effective planning, programming and delivery. Contribute to the development, implementation, and review of the Service Plan to meet the City Council's objectives
- 2.29 Empower the team to establish and maintain effective working relationships with all employees, external agencies, contractors and build partnerships with all stakeholders involved with the provision of Passenger Assistants (and related activities)
- 2.30 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 Children and Young People's Travel Service

Policy, Budget Management and Best Value

- 2.31 To provide leadership and direction in terms of the 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
- 2.32 To provide leadership and direction to actively promote and improve awareness of the Council's Children & Young People's 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
- 2.33 To empower Travel Passenger Team Leaders and Officers to consider for service user needs in accordance with the Council's Children & Young People's Travel Policy and budgetary requirements. Ensuring protocol and governance are always adhered to and value for money is delivered on behalf of the Council
- 2.34 Responsible for ensuring officer attendance and contribution to decision making panels ensuring the Council's aims and objectives are adhered to
- 2.35 Responsible for keeping aware of relevant legislation, statutory guidance, and local policies/regulations, attending workshops and training as necessary and ensuring the team remains up to date in terms of their knowledge and understanding
- 2.36 Have accountability of financial records, ensuring they are kept up to date to enable efficient processing of invoices and payroll payment for the delivery and allocation of Passenger Assistants. Empowering Travel Passenger Officers to investigate invoice discrepancies, providing appropriate support and information to finance colleagues when required.

- 2.37 Provide leadership and accountability for financial decision making by working officers across the service and the appropriate stakeholders
- 2.38 Provide operational and strategic leadership in the development of performance plans and encourage ownership of plans amongst individual services/function

Data Management & Administration

- 2.39 Accountable for the effective management of the administering and processing all transport enquiries
- 2.40 Maintain and share 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 and suppliers
- 2.41 Accountable for ensuring the maintaining of accurate and up to date records relating to the Passenger Assistant allocation and overall performance of the service using agreed Council systems (e.g. databases and spreadsheets) to ensure accurate records of all children and young people and any travel arrangements provided. Records to be used for day-to-day operations and monitoring of the service.
- 2.42 To provide leadership in developing and the providing of management and performance data as requested to aid the monitoring and management of the service and ongoing improvement to service performance, processes, and systems
- 2.43 To provide oversight and guidance in the production of relevant bespoke management information and reports and present these to senior managers as and when required
- 2.44 Accountable for ensuring effective control 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

Safeguarding, Data Protection, and Health and Safety

- 2.45 In line with the [Corporate Safeguarding Policy | Birmingham City Council](#), the local authority has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in its area. All Birmingham City Council employees are therefore expected to:
 - * Work in a way that prevents and protects service users from abuse
 - * To be aware of the signs of abuse or neglect
 - * Recognise the signs of abuse and neglect
 - * Record and report any concerns or incidents
- 2.46 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

- 2.47 Responsible for ensuring the service protects the Council's information assets from unauthorised access, disclosure, modification, destruction or interference
- 2.48 Ensure that Health and Safety legislation is adhered to and to ensure appropriate up to date risk assessments are in place
- 2.49 Provide direction and ownership of the development, review and update of the CYPTS Equality Impact Assessments to include development of data collection systems, consultations, and initiatives/actions that ensure positive outcomes relating to equalities for customers and employees
- 2.50 Ensure investigation of all safeguarding and general complaints are undertaken effectively and learning from the outcomes is achieved
- 2.51 Accountable for the leading of 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 Passenger Officer activities in consultation with service providers and in line with legislative guidelines

Team Collaborative Working and Continuous Improvement

- 2.52 Support and improve service delivery by identifying and proposing new customer contact and networking strategies, staff training programmes, processes, standards and systems
- 2.53 Accountable for ensuring effective organization is established to respond to emails sent to the team mailbox and responded to in a timely and effective fashion by the Travel Passenger Team Leaders and Officers
- 2.54 Attend, lead and provide strategic/operational direction to meetings, workshops, parent evenings and focus groups as required by the service
- 2.55 To be flexible in working contracted hours over an extended working day
- 2.56 Responsible for the effective planning and forecasting of work schedules specific to Travel Assist activities
- 2.57 Provide leadership to the team to effectively set service standards on an individual, team and overall service basis
- 2.58 Provide leadership of the team, sharing knowledge with colleagues, working flexibly and ensuring participation in team-based activities, providing appropriate advice/guidance and direction
- 2.59 Provide strategic and operational leadership in the improvement and development of the service including assisting with redesign of service delivery, including risks and issues associated with the changes in delivery

- 2.60 To organize and be available for office cover as part of a rota to ensure the service is effectively staffed between 6:30am and 17:30pm to respond to transport enquiries and operational issues
- 2.61 Any other duties and responsibilities within the range of the salary grade
- 2.62 Deputise for the Assistant Director as required

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

External link to Council Policies: [Other policies and strategies | Birmingham City Council](#)

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Assistant Director – Children & Young People's Travel Service

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 Passenger Team Leaders | G4 | 2 | 1 |
| Travel Passenger Officer | G3 | 6 | 1 |
| Travel Passenger Assistants | G2 | 504 currently | 1 |

*Use 1,2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

| DBS check required for the post | Yes | x | No | |
|---------------------------------|---|---|----|---|
| Level of check required | Standard | | | |
| | Enhanced | | | |
| | Enhanced with barred list check - Adults | | | |
| | Enhanced with barred list check - Children's | | | |
| | Enhanced with barred list check - Adults & Children's | | | x |

| | | |
|------------------|---------------------------|---------------------------------------|
| Date: March 2023 | Name: Adrian Weissenbruch | Signature: <i>Adrian Weissenbruch</i> |
|------------------|---------------------------|---------------------------------------|

Person Specification

Post: Travel Passenger Lead Grade: 6
Division: Children & Young People's Travel Service Section: Travel Passenger
Directorate: Children & Families

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. |
|----------|-----------|--------|
|----------|-----------|--------|

| | | |
|--|--|--|
| | <p>systems and online systems</p> <p>16. Good communication skills, both verbally and written, demonstrating empathy with customers and colleagues</p> <p>17. Ability to work under the broad direction of the Assistant Director and display a high level of initiative and independent action</p> <p>18. Adaptability - maintains effectiveness through changes, can motivate others, shares tasks and responsibilities</p> <p>19. Set an examples of excellent working standards</p> <p>20. Excellent understanding of performance management techniques</p> <p>21. Ability to work effectively in partnership with a range of stakeholders to achieve joint objectives</p> <p>22. Ability to mediate with providers/suppliers in relation to the following issues and related incidents:</p> <ul style="list-style-type: none"> * Compliance * Safeguarding * Health and Safety <p>23. Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour</p> <p>24. Able to lead and work within national legislation and Corporate and Directorate policies and procedures</p> <p>25. Understands Data Protection and confidentiality issues</p> <p>26. Understanding of the challenges face by children and young people with a special educational need and their families</p> | <p>AF/I</p> <p>I/P</p> <p>I</p> <p>AF/I</p> <p>AF/I/P</p> <p>AF/I/P</p> <p>I/P</p> <p>AF/I/P</p> <p>AF/I</p> <p>AF/I/P</p> <p>AF/I/P</p> |
|--|--|--|



| | | |
|----------|--|------|
| Training | Takes action to develop own and others capability and knowledge by promoting and supporting developmental opportunities to improve performance | AF/I |
| | Customer service relevant training | AF |
| | Able to effectively use and understand ICT systems | AF |
| Other | Enhanced DBS clearance | |
| | Willing and able to work outside normal office hours as required especially during peak periods | AF/I |
| | Willing and able to travel around the borough as required | AF/I |

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.

| | | |
|------------------|---------------------------|---------------------------------------|
| Date: March 2023 | Name: Adrian Weissenbruch | Signature: <i>Adrian Weissenbruch</i> |
| Date reviewed: | Name: | Signature: |