

JOB DESCRIPTION

JOB TITLE: Travel Operations Officer

JOB NO:

GRADE: 3

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

NO OF POSTS: 16 (1 FTC)

SECTION: Travel Eligibility & Operations & Compliance

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: **YES**

1.0 **JOB PURPOSE**

- 1.1 **Service Delivery - Route Planning and Daily Management** with daily overview of 1000 routes operating across Birmingham, ideally, you will need to have a logistical skillset with attention to detail as you will be working closely with parents, schools and our operators.
- 1.2 Ensuring we put the pieces together and keep our partners and families informed – it could be a late vehicle one day or a complete review of the school's transport to provide the most efficient service.

2.0 **DUTIES AND RESPONSIBILITIES**

Route Planning and Service Management

- 2.1 Responsible for the effective and efficient 'scheduling' and 'routing' of all confirmed transport bookings, referrals and requests following prescribed procedures ensuring optimum use of resources is achieved and value for money demonstrated in relation to selection of transport provider/s.
- 2.2 Work alongside the Guide team to deploy guides on allocated routes in line with prescribed procedures and adherence to council policy and practice
- 2.3 Allocate (dispatch) work to guides and approved suppliers ensuring accuracy and confidentiality of data/information is always maintained; and verify all completed journeys prior to processing for payment

Contract Management and Customer Service

- 2.4 Responsibility of making sure the details of the contract are set up on the system, including cost, making sure that signed contracts are on the system.
- 2.5 Reviewing contracts to look for further efficiencies through route merging or proposing other sustainable transport options.

- 2.6 Be the first point of call for all stakeholders contacting the service, to take responsibility for recording any issues or concerns and taking appropriate action to resolve problems, amend arrangements or advise as necessary; respond to families and all stakeholders with courtesy, empathy and professionalism.
- 2.7 Day-to-day contract management of providers to ensure a consistent service delivery to meet required KPI's. To follow up any issues that have been initially followed up by the School Liaison Officer/Lead to seek the appropriate complaint resolution. Mediate with providers in relation to the following issues and related incidents:
- Compliance
 - Safeguarding
 - Health & Safety
- 2.8 Attend relevant monitoring and/performance meetings (providing supporting information when required) with transport operators to make sure that service delivery operates smoothly and efficiently.
- 2.9 Support on-site (e.g. Schools) inspection to make sure service delivery standards continue to be met. Recording findings and acting on service issues or concerns that are identified.
- 2.10 To assist with the co-ordination of training for Passenger Assistants, including booking of places, booking of venues and trainers. Assistance may also be required to support the trainer deliver training sessions.
- 2.11 Deliver a level of customer service that reflects the vision, values, aims and objectives of Birmingham City Council and partners
- 2.12 Respect the confidential and sensitive nature of customer enquiries and handle difficult or potentially aggressive situations appropriately
- 2.13 Manage specialist or escalated calls from Customer Services Advisors as and when required
- 2.14 Participate in developing the specialist requirements of the service and make reasoned suggestions on how to improve customer service and technical issues/problems
- 2.15 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

- 2.16 To actively promote and improve awareness of the Council's policies in relation to Home to School Travel, championing the development of independence in young people and the use of alternative travel options where it is appropriate

- 2.17 To ensure individual service user needs are considered in accordance with budgetary and financial requirements. Ensuring approved protocol and governance is adhered to at all times and value for money is delivered on behalf of the Council.
- 2.18 Keep aware of relevant legislation, statutory guidance and local policies/regulations, attending workshops and training as necessary
- 2.19 Assist in the production of appeal/panel case papers for Home to School Transport eligibility assessment; collate and prepare information, ensuring that comprehensive and accurate information is submitted.
- 2.20 Ensure financial records are kept up to date to enable efficient processing of invoices for delivery of travel services. Investigating and providing appropriate support to finance colleagues to resolve disputed invoices in a timely fashion

Data Management & Administration

- 2.21 Supervise and assist in administering and processing all transport enquiries
- 2.22 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
- 2.23 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.
- 2.24 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

- 2.25 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
- 2.26 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.

- 2.27 Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- 2.28 Ensure that Health and Safety legislation is adhered to and to ensure appropriate up to date risk assessments are in place

Team, Collaborative Working and Continuous Improvement

- 2.29 Respond to and organize emails sent to the team mailbox
- 2.30 Attend meetings, workshops, parent evenings and focus groups as require by the service
- 2.31 To be flexible in working contracted hours over an extended working day
- 2.32 Contribute to the planning and forecasting of work schedules specific to Travel Assist activities
- 2.33 Participate in setting standards on an individual, team and overall basis
- 2.34 Work effectively within a team, sharing knowledge with colleagues, working flexibly and participating in team-based activities
- 2.35 Contribute constructively to the improvement and development of the Travel Assist team including assisting with redesign of service delivery for services integrated with the Travel Assist Team including risks and issues associated with the changes in service delivery
- 2.36 To be available for office cover as part of a rota to ensure the service is staffed between 06:30 and 17:30 respond to transport enquiries and operational issues.
- 2.37 Undertake any duties as may be required from time to time, appropriate to the grading of the post

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: **Travel Operations Team Leader**

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*

*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>
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Person Specification

Post: Travel Operations Officer

Grade: 3

Division: Children's Services

Section: Children & Young People's
Travel Services

Directorate: Children and 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.
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Education/Qualifications NB: Full regard must be paid to overseas qualifications.	Good standard of literacy and numeracy skills	AF
Experience (Relevant work and other experience)	1. Working within a Customer Service focussed organisation to deliver a first-class service 2. Overseeing and supporting the service providers 3. Working with SEN service partners, Stakeholders and schools	AF/I AF/I AF/I
Skills & Ability e.g. written communication skills, dealing with the public etc.	Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016) 1. Good understanding of first-class customer service 2. Ability to work effectively within a team to accomplish goals, taking action that respects the needs of others 3. Ability to work under own initiative 4. Ability to gather information from a variety of sources, identify key issues and provide advice to staff on resolution. 5. Analytical skills linked to effective and efficient use of resources 6. Ability to input information accurately into local ICT systems and online systems 7. Good communication skills, both verbally and written, demonstrating empathy with customers and colleagues 8. Ability to work under the broad direction of the Travel Operations Team Leader and display a high level of initiative and independent action 9. Adaptability - maintains effectiveness through changes, can motivate others, shares tasks and responsibilities. 10. Sets an example of excellent working standards 11. Understanding of performance management	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I

	<p>techniques</p> <p>12. Ability to work in partnership with a range of stakeholders to achieve joint objectives</p> <p>13. Ability to mediate with providers in relation to the following issues and related incidents:</p> <ul style="list-style-type: none"> ○ Compliance ○ Safeguarding ○ Health & Safety <p>14. Accountability – willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour</p> <p>15. Awareness of and work within national legislation and Corporate and Directorate policies and procedures</p> <p>16. Awareness of Data Protection and confidentiality issues</p> <p>17. Excellent understanding of the challenges faced by children and young people with a special educational need and their families</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Training	<p>1. Customer Service relevant training</p> <p>2. ICT Systems</p>	<p>AF</p> <p>AF</p>
Other/Supervision	<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>	<p>AF/I</p> <p>AF/I</p>

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: