

Job Description

Job Role:

Service

Main purpose of the role

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC05
Location:	Sen School Transport Plough Lane
Responsible to:	Transport Team Manager

To support the provision of transport for passengers traveling on educational, social care, and public transport in accordance with legal requirements, council policies, and published best practice guidance.

Key relationships/functional relationships:

Internal: Team Managers responsible for schools and public transport, other council departments with input into the delivery of passenger transport services across all directorates.

External: Neighbouring Local Authorities, Government regulatory bodies, education and care providers, transport operators, community transport, passenger transport service users, West Mercia Constabulary, professional bodies.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To supervise the day-to-day work and deployment of the mass passenger transport service 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To support budget management and monitoring. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To carry out processing of financial records including payments, invoices, and travel grants 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To manage the effective planning, provision and review of contracted mass transport services, in accordance with contractual and statutory requirements, and liaise with operators over operational elements of service provision. 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To liaise with commissioners and other interested parties over the provision of local bus and educational transport. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To assist with the management of contract monitoring and compliance as required 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To assess applications for assisted transport and determine eligibility according to Council policies 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To deputise for the Team Manager as required 	<ul style="list-style-type: none"> As require
<ul style="list-style-type: none"> To assist in devising integrated approaches to the planning and provision of all types of passenger transport services. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> To liaise with internal and external representatives over issues concerning the provision and development of passenger transport services. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To assist in all passenger transport issues and provide creative thinking to develop solutions to identified issues. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To represent the Council at external meetings on passenger transport matters. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To deal with correspondence, formulate reports and maintain records. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To effectively deal with customer complaints and service issues in accordance with the passenger transport complaint handling process 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To act as a relief Passenger Assistant as required (SEN & ASC transport only) 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To make a significant contribution to the development and implementation of Herefordshire's plans for passenger transport and services for children, young people and adults 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To be accountable for the work of the post and ensure that work output is of the highest quality and in accordance, where appropriate, with current regulations/legislation/ Council standards. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To be responsible for personal continuous self-development in order to enhance personal performance and to undertake relevant training and development. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To promote the Council's policies, with particular reference to diversity, equality of access and treatment in employment and service delivery and to support /develop a working culture that reflects the Council's vision. 	<ul style="list-style-type: none"> Daily



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Good Educational background 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Experience in an administrative post, preferably within an LEA, Local Government or commercial setting. 	Essential	A
<ul style="list-style-type: none"> Experience of dealing with difficult clients. 	Essential	A, I
<ul style="list-style-type: none"> Experience of dealing with clients by telephone. 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Be computer literate particularly Excel and Word 	Essential	A, I
<ul style="list-style-type: none"> Good communication skills, both verbal & written 	Essential	A, I
<ul style="list-style-type: none"> An ability to supervise others 	Essential	I
<ul style="list-style-type: none"> Able to work independently and as part of a team 	Essential	A, F
<ul style="list-style-type: none"> To be able to cope with a busy workload and prioritise accordingly. 	Essential	A, I
<ul style="list-style-type: none"> Ability and willingness to work flexibly. 	Essential	I

Requirements	Essential or Desirable	Identified by
<ul style="list-style-type: none"> Willingness to undertake further training as appropriate. 	Essential	A – Application I – Interview I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfill commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.





Empathy - Demonstrating a

genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

