

Job Description

Job Role: Transport Assistant

Service: School/College Transport

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC4
Location:	Plough Lane
Responsible to:	Transport Support Manager

Main purpose of the role

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To assist with the planning and provision of passenger transport services, including the procurement of services and liaison with operators. 	<ul style="list-style-type: none"> On-Going
<ul style="list-style-type: none"> Assist in processing invoices and payments 	<ul style="list-style-type: none"> On-Going
<ul style="list-style-type: none"> Deal with applications for transport, including assessment and eligibility 	<ul style="list-style-type: none"> On-Going
<ul style="list-style-type: none"> Deal with enquiries and provide information. 	<ul style="list-style-type: none"> On-Going
<ul style="list-style-type: none"> Investigate problems and complaints and provide responses 	<ul style="list-style-type: none"> On-Going
<ul style="list-style-type: none"> Produce passes for transport users, or order from suppliers 	<ul style="list-style-type: none"> On-Going
<ul style="list-style-type: none"> Liaise with schools, colleges, parents, pupils and students regarding transport arrangements and changes. 	<ul style="list-style-type: none"> On-Going



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • Check drivers' and operators' details, including DBS checks, insurance etc. 	<ul style="list-style-type: none"> • On-Going
<ul style="list-style-type: none"> • Monitor services, including on bus surveys. 	<ul style="list-style-type: none"> • On-Going
<ul style="list-style-type: none"> • Data entry and maintenance of databases of users, contracts etc. 	<ul style="list-style-type: none"> • On-Going
<ul style="list-style-type: none"> • Administrative tasks associated with the work of the Unit 	<ul style="list-style-type: none"> • On-Going
<ul style="list-style-type: none"> • Produce and distribute information 	<ul style="list-style-type: none"> • On-Going
<ul style="list-style-type: none"> • Update information at outlets and displays 	<ul style="list-style-type: none"> • On-Going
<ul style="list-style-type: none"> • Assist with vehicle servicing arrangements and deployment of passenger assistants. 	<ul style="list-style-type: none"> • On-Going
<ul style="list-style-type: none"> • Assist with the operation of the concessionary travel scheme. 	<ul style="list-style-type: none"> • On-Going



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Good basic education, including GCSE Maths and English (grade C or above) 	Essential	A
Experience & Knowledge		
<ul style="list-style-type: none"> Working as part of a team 	Essential	A, I
<ul style="list-style-type: none"> Working in an administrative or transport role 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Good communication skills, both verbal and written 	Essential	A, I
<ul style="list-style-type: none"> Ability to work effectively as part of a team and under own initiative 	Essential	A, I
<ul style="list-style-type: none"> Approachable and sensitive to the needs of others 	Essential	A, I
<ul style="list-style-type: none"> Ability to use Word and Excel 	Essential	A, 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 fulfil 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.

