

## Job Description

# SEND Transport Adviser

**Reference:**

**Date: October 2025**

<b>Job Family:</b>	Education and Skills/Inclusion Welfare and Support
<b>Level:</b>	2
<b>Band:</b>	5
<b>Career Track:</b>	Technical, Professional & Supervisory

## Job Purpose

To provide advice, information and support to parents of children with SEND regarding home-to-school transport options, helping to reduce the routine overspecification of transport provision.

## Service Purpose

Northumberland County Council's School Organisation and Resources team is responsible for ensuring that the county's school infrastructure is strategically planned, sustainable, and responsive to the needs of local communities. The team leads the development and implementation of the School Organisation Plan, Capital Developments, Academisation, School Admissions, School and specialist Place Planning and SEND Commissioning, Inclusion, School Funding and School Meals.

## Duties and Responsibilities

### Support for Parents, Carers & Families

- Advise parents and carers on available home-to-school transport options.
- Support families with initial transport applications and during EHCP reviews.
- Provide meeting feedback and updates to parents about their child's transport needs.
- Represent and advocate for family and child perspectives while balancing policy and budget constraints.

### Transport Assessment & Decision-Making

- Work with the Passenger Transport Team to assess individual needs and recommend appropriate transport solutions.
- Ensure timely access to statutory home-to-school transport where appropriate.
- Identify children who can increase independence and adjust transport provision accordingly (e.g., graduated approaches).

### Promoting Independence & Preparation for Adulthood

- Collaborate with the Independent Travel Training Team to help children transition to public transport where appropriate.

- Support graduated transport pathways that build independence over time.

### **Multi-Agency Collaboration**

- Work with schools, SEND teams, Inclusion Services and NIES to provide the information required for informed transport decisions.
- Engage with Northumberland Parent Carer Forum to support shared understanding of transport policy and available options.

### **Policy, Guidance & Service Improvement**

- Contribute to drafting and reviewing documents, guidance and policy related to home-to-school transport.
- Support consistent, policy-aligned decision-making practices.

### **Record-Keeping, Communication & Reporting**

- Maintain accurate case notes and records of communication with families, schools and professionals.
- Share outcomes following key meetings.
- Flag safeguarding concerns to Children's Social Care, particularly where transport issues impact educational access.

## **Person Specification**

### **Professional and Technical Requirements**

#### **Qualifications**

- Recognised qualification in Education, Social Work or Teaching at Level 3 or above (or significant relevant experience).

#### **Knowledge, Skills and Experience**

- Strong understanding of the SEND Code of Practice, Children & Families Act, DfE Home to School Travel guidance, and Northumberland's Local Offer.
- Knowledge of Keeping Children Safe in Education (KCSIE), child protection procedures, and child development.
- Proven experience working with vulnerable children and young people with additional needs, including supporting and advising parents.
- Experience dealing with challenging behaviour and emotionally demanding situations involving children, young people and families.
- Ability to work jointly with colleagues across directorates and external agencies to support children and families.
- Strong written and verbal communication skills, including the ability to write concise reports and articulate views in meetings.
- Ability to manage time effectively, prioritise tasks and meet deadlines under pressure.
- Confident in using computer-based information systems and Microsoft Office applications.
- Demonstrates tact, diplomacy, sensitivity and professionalism, especially in stressful situations, with the ability to negotiate and advocate effectively.

## Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

## Strengths

- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
- **Relationship Builder:** You quickly establish mutual respect and trust, building long lasting relationships with others.
- **Problem Solver:** You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Adaptable:** You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change.
- **Emotionally Intelligent:** You draw insight from your own emotions and those of others to show empathy.

## Desirable

- Understanding of local authorities' statutory responsibilities for providing home-to-school transport.
- Knowledge of local authority policies governing home-to-school transport.
- Familiarity with the full range of transport support options that local authorities may reasonably offer to meet legal obligations.