

Northumberland County Council  
**JOB DESCRIPTION**

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| <b>Post Title:</b> Transport Network Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          | <b>Director/Service/Sector</b> Place Group, Technical Services, Infrastructure Management, Passenger Transport                                                                                                                                                                                                                                           |                                  | <b>Office Use</b>                       |
| <b>Band:</b> 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |          | <b>Workplace:</b> County Hall                                                                                                                                                                                                                                                                                                                            |                                  | <b>JE ref:</b> 3386<br><b>HRMS ref:</b> |
| <b>Responsible to:</b> Senior Transport Network Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          | <b>Date:</b> April 2018                                                                                                                                                                                                                                                                                                                                  | <b>Lead &amp; Man Induction:</b> |                                         |
| <b>Job Purpose:</b> To put transport arrangements in place for a range of service users following assessment of eligibility. Ensure home to school transport is arranged in accordance with school transport policies whilst also ensuring best use of public money.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |          |                                                                                                                                                                                                                                                                                                                                                          |                                  |                                         |
| <b>Resources</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Staff    | Some supervision of apprentices and temporary staff recruited during busy periods of the year..                                                                                                                                                                                                                                                          |                                  |                                         |
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| <b>Duties and key result areas:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |          |                                                                                                                                                                                                                                                                                                                                                          |                                  |                                         |
| <p>Play a central role in undertaking periodic “clean-sheet” route reviews of the school transport network and social services transport to ensure best use of public money.</p> <p>To maintain the efficiency of the transport network by pursuing opportunities to integrate and amalgamate routes where appropriate</p> <p>To act as first point of contact for the council's clients such as parents, schools, day centres, operators and the general public.</p> <p>To record and sift requests for mainstream school transport, and assess them against the council's eligibility criteria as outlined in school transport policies</p> <p>To communicate the results of these requests back to clients and arrange for transport to be put in place</p> <p>To administer and deliver concessionary travel for children non-entitled to free transport and 16+ travel schemes including assessing entitlement and ensuring payment collection where appropriate.</p> <p>To administer and deliver Special Educational Needs Transport, EOTAS Transport and Social Services Transport following receipt of completed transport referral forms, ensuring appropriate transport is arranged, always taking into account child specific risk assessments</p> <p>To ensure only authorised persons are allowed on board vehicles by distributing pickup lists, production and dispatch of travel passes to customers, operators &amp; schools, undertaking monitoring checks etc</p> <p>To take decisions regarding the most appropriate and efficient way of providing transport to the client, ensuring pick-up &amp; drop-off points used are safe and journey times for service users are reasonable.</p> <p>To record comments/complaints from service users, share intelligence received in relation to the performance of transport providers and issues relating to the school transport network</p> <p>To support investigations into serious complaints, undertaking on site investigations where necessary, recording statements from relevant parties and ensuring appropriate resolution</p> <p>To support and assist the Monitoring, Compliance and Enforcement Officers/Senior Transport Network Officer in ensuring all complaints are properly investigated and responded to.</p> <p>To assist in seeking and understanding information about individual client needs and assisting in specifying appropriate transport and support by liaising with SEN Officers, Day Centre Managers, Head Teachers, Social Workers, Admissions Officers etc</p> <p>To ensure any action points arising from child specific risk assessments, (such as epilepsy training for passenger transport assistants), are implemented.</p> <p>To participate in anti-bullying and child safeguarding meetings as and when required.</p> <p>To contribute to school transport policy development including pre (mainstream) Home to School Transport Policy, Post 16 Transport Policy SEN Transport Policy and Concessionary Travel Policy.</p> <p>To maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures</p> <p>To contribute fully to the planning, delivery, monitoring and recording the outcomes of the team's service plan</p> <p>To undertake any other duties and responsibility consistent with the nature, level and grade of the post that may be required</p> |          |                                                                                                                                                                                                                                                                                                                                                          |                                  |                                         |

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

**Work Arrangements**

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| Transport requirements: | Occasional travel required to attend meetings, conferences or undertake monitoring exercises                                                        |
| Working patterns:       | Normal office hours but flexi-hours are allowed, if cover                                                                                           |
| Working conditions:     | Exposure to dealing with irate customers over the phone. Minimum exposure to working outdoors - only required when undertaking monitoring exercises |

Northumberland County Council  
**PERSON SPECIFICATION**

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| <b>Post Title:</b> Transport Network Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Director/Service/Sector:</b> Local Services, Infrastructure Management, Passenger Transport                                                                      | Ref:             |
| <b>Essential</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Desirable</b>                                                                                                                                                    | <b>Assess by</b> |
| <b>Qualifications and Knowledge</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                     |                  |
| <ul style="list-style-type: none"> <li>• Educated to degree level or equivalent standard of education or have relevant work experience such as that gained from working in a transport, operational or customer service environment</li> <li>• Good general education with evidence of competency in literacy and numeracy.</li> <li>• A good understanding of the legislative framework which underpins home to school transport</li> <li>• Transport knowledge (such as scheduling, routing, costing and operation)</li> <li>• Competence with computer systems such as e-mail and Word and Excel and corporate databases such as the Capita One system; Expertise in GIS and other network planning software.</li> <li>• Detailed knowledge of routes and geography of Northumberland</li> </ul> |                                                                                                                                                                     |                  |
| <b>Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                     |                  |
| <ul style="list-style-type: none"> <li>• Extensive experience of using IT systems such as word processing, spreadsheets for office tasks</li> <li>• Working with complex databases such as (Capita One),</li> <li>• Recent experience of working in a customer service environment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Working in an Integrated Transport Unit</li> </ul>                                                                         |                  |
| <b>Skills and competencies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                     |                  |
| <ul style="list-style-type: none"> <li>• Ability to work independently, make decisions and act on own initiative</li> <li>• Ability to work as part of a team</li> <li>• Ability to communicate effectively by telephone, e-mail, and face to face</li> <li>• Ability to apply different policies and procedures fairly and consistently to a number of client groups</li> <li>• Able to work methodically and systematically</li> </ul>                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                     |                  |
| <b>Physical, mental and emotional demands</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                     |                  |
| <ul style="list-style-type: none"> <li>• Ability to stay calm as day-to-day evolving priorities demand flexibility over tasks and workloads</li> <li>• Need to deal with confidential and contentious information on a daily basis</li> <li>• Ability to defuse volatile situations between parents, operators, and schools</li> <li>• Normally works from a seated position with some need to walk, bend or carry items</li> <li>• Some exposure to working outdoors</li> </ul>                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                     |                  |
| <b>Motivation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                     |                  |
| <ul style="list-style-type: none"> <li>• Dependable, reliable and a good timekeeper</li> <li>• Displays and encourages high standards of honesty, integrity, openness and respect for others</li> <li>• Helps manages to create a positive work culture, in which diverse, individual contributions and perspectives are valued.</li> <li>• Proactive and achievement orientated</li> <li>• Able to work with only general direct supervision</li> </ul>                                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• An appreciation of a corporate orientation and what is involved in tackling issues from a corporate perspective</li> </ul> |                  |
| <b>Other</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                     |                  |
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