

Wirral Council: Job Role Descriptor

Job Role:	Administrative Officer
Service:	Assisted Travel; Delivery Services
Reports to:	Transport Manager Manager
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	BUS0177G
Job Family:	Business Support
Grade:	Band E

JOB ROLE PURPOSE

To support the Transport Manager & Transport Coordinators with the daily delivery of the assisted home to school transport service with wide ranging admin functionality and to ensure that the pupil escort service is fully staffed.

KEY TASKS

1. Responsible for arranging bank staff to provide absence cover for permanent roles.
2. Responsible for organising the special school respite transport to Council run centres and registered respite carer's addresses.
3. Responsible for checking DBS evidence for pupil escorts and to input application details into Council's contracted provider - DBS Assist.
4. To assist with vehicle/driver spot check at schools.
5. To assist with vehicle cover when supplier's breakdown.
6. Responsible for gathering, input and maintaining up to date records of transport supplier operating documents such as licenses, DBS, and insurance.
7. Responsible for updating the weekly pupil escort sickness records on to Selfserve.
8. To identify pupil escort training needs and provide the transport coordinators with timely updates from which training courses will be arranged

KEY RESPONSIBILITIES

People

Communicate with parents, schools and parents any changes to schedules, routes and/or personnel supporting service users.

To mediate & assist on a daily basis with service users, parents school staff, pupil escorts & transport suppliers with day to day enquiries. Diffuse potentially challenging situations with key stakeholders when providing updates or making changes to the service.

Financial

Responsible for the issue of contract penalties to transport suppliers for non-adherence to contract specifications.

Strategic

Resources

Responsible for acquiring contracted driver DBS details and maintaining the DBS database.

Responsible for acquiring Transport supplier operational details – drivers lists, tyre age, vehicle insurance, operator license etc. Inputting and to accurate records

Responsible for the issue and maintaining of records relating to the issue of pupil escort ID badges, clothing, (coats, hi-vis vests).

Responsible for maintaining pupil escort training records and liaising with the Transport Coordinators to arrange courses.

To support manager with pupil escort recruitment and selection.

Planning and Organising

Responsible for arranging bank staff to cover both long and short term absence.

Manage and prioritise own workload escalating complex queries to Team Manager.

Work to required deadlines.

Decision Making

To act as an initial contact point for enquiries from both internal & external customers and to act on the enquiry or field it to an appropriate officer.

To provide cover/bank staff with an overview of the type of pupils at a given school and to appraise the staff member of any specific needs relating to pupil/s in their care to be.

To have a good geographical knowledge of the Wirral and the ability to apportion staffing resources accordingly paying due regard to contracted hours and vehicle limitations.

To have a working knowledge of the Councils transport policy and be able to advise stakeholders accordingly.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

Good standard of secondary education to include maths & English.

Knowledge & Skills:

- Knowledge of Council Transport Policies.
- Knowledge of borough geography and road networks.
- Knowledge of data protection and GDPR legislation.
- Knowledge of Microsoft Office programs including Word and Excel.
- Excellent organisation skills.
- Ability to work well under pressure to meet deadlines.
- Ability to adapt to change quickly.
- Excellent communication skills.

Desirable Criteria

Qualifications:

- Ability to drive.

Knowledge & Skills:

- No additional knowledge and skills are required.

Experience:

- Previous experience delivering a transport service, working in a busy office, working under pressure.

ADDITIONAL WORK ELEMENTS

To assist with off-site vehicle inspections in various parts of the borough to include schools and day centres.

To work within the widest parameters of the flexi service 7.00 - 7.00 but typically a 7.30 to 7.45 start and on occasion outside the normal band width.

- Confident with and ability to embrace new technology.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service**Date**