

ROLE PROFILE



Role profile		
Title	Transport & Allowances Assistant	
Grade	GRADE C	
Reference:	N119	
Reports to:	Principal Transport & Allowances Officer	
Behavioural competency job type	Customer facing Worker	
Work style Definition	Office based hot-desk/touch down worker	
Primary purpose of role	To provide efficient administrative support for the School Transport & Allowances Team to facilitate the smooth running of the service	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Provide administration for the Passenger Assistants ensuring appropriate resources are in place to support delivery of the service (20%) Provide administration for free school meals to ensure children have timely access to their meals (15%) Provide administration of school transport driver DBS checks and issuing of school driver ID badges (5%) Provide financial administration for the service ensuring accurate, up-to-date information is available to management (20%) Provide general transport support by assisting with the maintenance of taxi and minibus routes and allocated equipment to support service delivery (20%) Undertake administration duties 	Role measures <ul style="list-style-type: none"> Time sheets & unpaid leave and sickness processed in accordance with payroll deadlines. DBS checks processed to ensure compliance with safeguarding policy. Relief PA cover kept up to date and all routes covered for sickness absence. Accurate recording of pupils entitled to free school meals Maximise take up of Free school meals. All payments to operators made on time. All discrepancies reported for further action. Checking receipt of equipment and processing payments on SpendManagement system. Invoices issued in a timely



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<p>including being first point of contact for customers, processing enquiries where possible or passing them to the relevant person in a timely manner (20%)</p>	<p>manner</p> <ul style="list-style-type: none"> ▪ Routes set up within policy guideline timescales. ▪ Maintain accurate databases for equipment and term dates ▪ To cover office on a rota basis from 7.00 am to 5.00 pm ▪ DBS checks processed quickly to ensure operators have sufficient cleared drivers
Key activities	<ul style="list-style-type: none"> ▪ Arrange interviews and training for new Passenger Assistants, and process DBS applications to ensure adequate availability as required by schools ▪ Issue changes to contracts and action payroll changes to maintain accurate records ▪ Arrange cover for absences and monitor route changes to ensure efficiency ▪ Verify timesheets, unpaid and sick leave claims to facilitate accurate payments to staff ▪ Update finance details and produce management reports to aid decision making by management (20%) ▪ Assess and authorise claims for free school meals and process renewals ▪ Administer DBS checks for taxi and minibus drivers (15%) ▪ Verify and implement monthly contract payments and process invoices to value £2m annually in accordance with contract terms and financial procedures ▪ Set up or terminate accounts; record miscellaneous invoices; monitor requisition and invoice expenditure ▪ Manage customer accounts and raise invoices for concessionary travel ▪ Check budget statements and report on variances, liaise with finance team on guidelines (20%) ▪ Assist Transport Officers to set up new taxi and minibus routes and changes to existing routes; arrange issuing of car seats and other equipment and maintain equipment database ▪ Deputise for Transport Officers as and when required to ensure provision of service ▪ Ensure allocation of safety equipment to routes ▪ Maintain school term dates spreadsheet (20%) ▪ Scanning/filing; answer telephone calls; process free bus passes; prepare correspondence; complete documentation to follow up operational and contractual arrangements; produce and send letters, emails and tender documents (20%) ▪ Undertake other duties as directed and commensurate with the grading of the role (5%) 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Two GCSEs A*-C (9-4) or equivalent in Mathematics and English Language ▪ Proficient level of skills in a small range of Microsoft Office software (Word and Excel) 	

Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Understanding of school transport issues ▪ Experience of using Capita ONE EMS databases ▪ A basic understanding of welfare benefits
Essential experience	<ul style="list-style-type: none"> ▪ At least one year experience of providing administrative support in an office environment
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of processing timesheets ▪ Experience of manipulating computer-based data in order to produce management information
Essential skills	<ul style="list-style-type: none"> ▪ Problem solving skills required to solve straightforward problems e.g. planning Passenger Assistant cover ▪ Interpersonal and communication skills required to exchange information orally or in writing with schools, general public, contractors, social workers and other internal and external partners. ▪ Fast and accurate Keyboarding skills using Microsoft office software
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	