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| 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**   * 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 including being first point of contact for customers, processing enquiries where possible or passing them to the relevant person in a timely manner (20%) | **Role measures**   * 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 manner * 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** | * 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** | * 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** | * Understanding of school transport issues * Experience of using Capita ONE EMS databases * A basic understanding of welfare benefits | |
| **Essential experience** | * At least one year experience of providing administrative support in an office environment | |
| **Desirable experience** | * Experience of processing timesheets * Experience of manipulating computer-based data in order to produce management information | |
| **Essential skills** | * 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**   * 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. | | |