|  |  |
| --- | --- |
| 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.
 |