

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	8BF	<b>Role Title</b>	Senior Travel & Assessment Officer
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	Senior Travel & Assessment Team Leader
		<b>Directorate/School</b>	CFL
<b>JE Band</b>	269-313	<b>Service/Department</b>	Commissioning
		<b>Date Role Profile was created</b>	Aug-22

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To ensure the efficient and effective delivery of Surrey School Travel &amp; Assessment Team by undertaking related operational tasks and processes; liaising with parents, head teachers and other internal and external agencies where necessary and offering guidance and support to service users. Tasks must be undertaken in accordance with relevant Government legislation and Surrey County Council policies, with an emphasis on attention to detail, high levels of customer service and safeguarding.</p> <p>Post holder may lead of a specialised area and ensure cost control is maintained to ensure fairness and consistency with the young people we support.</p>
<b>Work Context</b>	<p>Children's Services provide a range of highly specialist services to vulnerable children and young people. Services are delivered directly to children and their families within extensive statutory frameworks and staff working in these areas need specialist knowledge in order to deliver effective services to these high risk and high need groups. Much of the work requires close working with stakeholders (Senior Managers, County Councillors, Emergency Planning). These are sensitive and often emotive service areas that are of significant interest to Councillors and the public.</p> <p>This post is set within the Commissioning team, which has responsibility for delivering the home to school transport service for children across the authority. This is a complex statutory area of work that requires adherence to policies and procedures. The post holder must operate to ensure safeguarding issues are adhered to as well as appropriate resources given to pupils who are eligible for travel assistance.</p> <p>Continuous personal/professional development is to be undertaken and high standards of competence maintained in all areas necessary to fulfil the position. Suitable opportunities for development will be identified as required. An overall awareness of Children's Service and the County Council must be maintained to contribute effectively towards policies and procedures. Recommendations should be made where appropriate, for the benefit and improvement of the organisation and value for money.</p>
<b>Line management responsibility</b> if applicable	No direct line management however, will be expected to support staff and manage workflow of the unit if the Senior Team Leader is not available.
<b>Budget responsibility</b> if applicable	Influence on operational budget of £40m

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p><b>People Management</b> Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p><b>Duties for all</b> Values: To uphold the values and behaviours of the organisation. Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Demonstrable high level of organisational ability within a large and complex organisation.</li> <li>• Evidence of continuous training and personal development</li> <li>• Experience of working within similar environment.</li> <li>• Demonstrable high level of confidentiality.</li> <li>• DBS check will be required</li> <li>• Note taking experience</li> <li>• Evidence of using feedback to develop, reflect and learn from own behaviour, identifying impact of actions on others</li> <li>• Effective interpersonal, influencing and negotiation skills</li> <li>• Practical experience and understanding of business supporting service teams.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>

<b>Reference Number</b>	<p style="text-align: center;">BM-2022-577</p>
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