

## Job Description and Person Specification

### Home to School Travel Coordinator

| Job Details:        |                            |
|---------------------|----------------------------|
| Grade               | 6                          |
| Service             | SEND & Specialist Services |
| Location            | One Friargate              |
| Job Evaluation Code | A6294                      |

| Coventry City Council Values                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p> |

| Job Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p>Implement the Council's Travel assistance policy for school age and Post 16 and Post 19 students, the majority of whom have Special Educational Needs, by:</p> <ul style="list-style-type: none"> <li>Ensuring entitlement decisions are fair, transparently, and promote independent travel skills where suitable.</li> <li>Regularly review entitlement following the Council's policy.</li> <li>Providing excellent service while fostering positive relationships with partners.</li> <li>Securing cost efficiency in decision-making processes without compromising safety or eligibility.</li> </ul> |

| Main duties and key accountabilities                                                                                                                                                                                                                                                                        |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Managing and overseeing home-to-school travel applications while ensuring legally compliant eligibility decisions for pupils of statutory school age up to aged 25 years old.                                                                                                                               |  |
| Advising on and evaluating travel support needs for eligible school-age individuals in Coventry, primary with an Education, Health and Care Plan. Communicating outcomes to applicants.                                                                                                                     |  |
| Leading and supporting the appeals process by providing the eligibility decision, providing documentation, arranging the appeal and composing the outcome letter.                                                                                                                                           |  |
| Ensuring the Councils HTS website page and all documentation related to HTS is kept up to date.                                                                                                                                                                                                             |  |
| Determining, in accordance with policy, the travel assistance type using provided evidence, considering access needs, cost-effectiveness, and conducting necessary reviews.                                                                                                                                 |  |
| Leading the co-ordination of referrals to Passenger Transport, Independent travel training Team and liaising with the Post 16 EHCP Team.                                                                                                                                                                    |  |
| Identifying pupils considered ready for independent travel training through collaboration with Head Teachers, Further Education Settings and the Independent Travel training team.                                                                                                                          |  |
| Securing and implementing appropriate processes to accurately raise Post 16 charges and recoup post 16 travel charges where required. Calculating and setting up personal transport budgets ensuring regular monitoring and overpayment recoupment is undertaken in liaison with the Corporate Income Team. |  |
| Reviewing and monitoring travel arrangements termly, ensuring that the Local Authority is meeting its statutory duties and the options being used remain the most cost-effective modes of travel assistance.                                                                                                |  |
| Attending meetings with schools, pupils and parents delivering presentations regarding development/changes to the transport service.                                                                                                                                                                        |  |
| Attending meetings with the DfE West Midlands HTS travel network to remain updated on legislation and share practices, and offer guidance on policy effects.                                                                                                                                                |  |
| Ensuring an accurate shared database of eligible pupils supports FOI responses, practice updates, DfE Transport census completion, and complaint resolution.                                                                                                                                                |  |

| Key Relationships |                                                                         |           |                                                                                       |
|-------------------|-------------------------------------------------------------------------|-----------|---------------------------------------------------------------------------------------|
| External:         | Schools, colleges, parents, DfE, West Midlands regional transport group | Internal: | Social Care, STAR Team, Passenger Transport, free School Meals, Housing benefits Team |

### Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

### Responsible for

No line management responsibilities

### Person Specification

#### Requirements

|                    |                                                                                                                                                                                                    |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Knowledge          | A detailed understanding of the DfE Guidance for Home to School Transport and Post 16 Transport                                                                                                    |
| Knowledge          | A working knowledge of SEN legislation – Children's and Families Act, SEN Code of Practice, Equality Act                                                                                           |
| Knowledge          | A demonstrable understanding of SEN and disability in relation to mobility and medical needs                                                                                                       |
| Skills And Ability | Ability to consistently and fairly interpret intricate documentation, demonstrating accurate policy application, effective decision making, and prioritisation of competing workload requirements. |
| Skills And Ability | Focused on delivering excellent service, capable of effective communication across various formats, engaging with diverse internal and external partners, and resolving complaints efficiently.    |
| Skills and Ability | Highly effective personal organisation skills, with the ability to remain calm, resilient and meeting tight deadlines in an often-pressured environment.                                           |
| Experience         | Recording, analysing data and undertaking monitoring review schedules utilising IT systems to support delivery                                                                                     |
| Experience         | Working within a service context which has statutory deadlines and legislative compliance and is a high-pressured customer environment                                                             |

|                      |                                                                                       |
|----------------------|---------------------------------------------------------------------------------------|
| Qualification        | Educated to at least Level 2 English and Maths                                        |
| Special Requirements | Safeguarding and disability awareness training or willing to undertake on appointment |

| Disclosure and Barring Service (DBS)                                         |                                         |                                         |                                                       |
|------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|-------------------------------------------------------|
| Does the role require a DBS check? Yes                                       |                                         |                                         |                                                       |
| <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> |                                         |                                         |                                                       |
| And if so, which type?                                                       |                                         |                                         |                                                       |
| Basic Check <input checked="" type="checkbox"/>                              | Standard Check <input type="checkbox"/> | Enhanced Check <input type="checkbox"/> | Enhanced + barred list check <input type="checkbox"/> |

| Declaration          |                             |       |           |
|----------------------|-----------------------------|-------|-----------|
| Reviewed/Created By: | Adrian Coles                |       |           |
| Job Title:           | Education Programme Manager | Date: | 6.10.2026 |