

Job Description and Person Specification



Job Description

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| Job Title | Travel Coordinator – Special Educational Needs and Disabilities (SEND) |
| Grade | 5 |
| Service | Children and Education Services - SEND |
| Reports to | Transport Commissioning Officer |
| Location | Broadgate House |
| Job Evaluation Code | |



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role / Output

To implement the Council's Travel assistance policy for school age and Post 16 and Post 19 students with Special Educational Needs, ensuring that:

- Entitlement is agreed fairly and transparently and that independent travel skills are promoted appropriately
- Entitlement is reviewed in accordance with the Council's policy
- High level customer service is maintained and positive relationships fostered with all partners
- Value for money is secured throughout the decision making process without compromising entitlement or safety

Main Duties & Key Accountabilities

1. To advise and assess home to school travel support needs, for eligible school age children and young people resident in Coventry who are subject to an Education, Health and Care Plan. Advising of application outcomes, appeal rights
2. To assess entitlement to travel assistance for post 16 and post 19 students with special educational needs
3. To determine in line with policy, on the basis of evidence provided the type of travel assistance required, taking into account access requirements and value for money
4. To take on Lead Officer responsibility for the co-ordination of referrals to the transport Bureau, Independent travel training Team and liaising with Prospects
5. In liaison with Head Teachers, Further Education Settings and the Independent Travel training team undertaking regular identification of pupils deemed to have the skills for independent travel training.
6. Secure and implement appropriate processes to accurately recoup post 16 travel charges
7. To review and monitor travel arrangements, ensuring that the Local Authority is meeting its statutory duties and the options being used remain the most cost-effective modes of travel assistance
8. Attend meetings involving schools, pupils and parents delivering presentations regarding development/changes to the transport service
9. Maintain an accurate shared database of all eligible SEN pupils in receipt of travel assistance

10. To ensure all applications, appeal and decision letters are saved into the Councils electronic filing system
11. Calculate and set up personal transport budgets where appropriate ensuring regular monitoring is undertaken
12. Deliver a high quality customer care service, demonstrating Coventry's behaviour framework at all times - offering polite, timely, friendly and supportive assistance to all customers in the context of resolving their concerns and complaints and addressing any other issues
13. Actively promote Coventry's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults at a level appropriate within this role
14. Any other duties and responsibilities within the range of the salary grade.
15. The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -
 - To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
 - To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
 - Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
 - To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.
16. The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -
 - To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions.
 - To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.
 - Not to interfere with intentionally or recklessly or misuse anything provided in the interests of health, safety and welfare.
 - To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements. Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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17. The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected.
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

18. Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

19. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines

Key relationships

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| External Taxi operators and other transport providers | Internal Passenger Transport Service Children and Education Service Finance Procurement and Legal |
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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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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| Job Evaluation Code | |
| Knowledge | |
| An excellent understanding of the DfE Guidance for Home to School Transport and Post 16 Transport | |
| A working knowledge of SEN legislation – Children’s and Families Act, SEN Code of Practice, Equality Act or a demonstrable understanding of SEN and disability in relation to mobility and medical needs | |
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| Skills and Abilities | |
| Ability to interpret complex documentation consistently and fairly, in order to evidence accurate application of policy and robust decision making | |
| Able to communicate effectively in a range of formats both written and oral, with a wide range of partners both internal and external | |
| High level ICT skills, specifically in the use of Excel | |
| Able to investigate and resolve complaints | |
| Able to make effective decisions and prioritise competing workload demands | |
| Highly effective personal organisation skills, with the ability to meet tight deadlines in an often pressurised environment | |
| Calm, resilient team player | |
| Customer focused attitude with the ability to secure positive relationship outcomes | |
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| Experience | |
| Recording, analysing data and undertaking monitoring/review schedules | |
| Utilising IT systems to support delivery | |
| Working within a service which has statutory deadlines and legislative compliance | |
| Working in a customer focused environment | |

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| Qualifications |
| Educated to at least Level 2 English and Maths |
| Safeguarding and disability awareness training or willing to undertake on appointment |
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| Special Requirements |
| This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS). |
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| Date Created | May 2022 | Date Reviewed | December 2024 |
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