

Job Description and Person Specification

Travel Co-ordinator - SEND

Job Details	
Grade	5
Service	Children and Education Services - SEND
Location	Broadgate House
Job Evaluation Code	

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

Job Purpose
<p>To implement the Council's travel assistance policy for school age and post-16 and post-19 students with Special Educational Needs and Disabilities (SEND) to make sure that:</p> <ul style="list-style-type: none"> • 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 through the decision-making process without compromising entitlement or safety

Main Duties & Key Accountabilities
Advising and assessing home to school travel support needs, for eligible school age
Assessing entitlement to travel assistance for post-16 and post-19 students with special educational needs
Determining in line with policy, on the basis of evidence provided the type of travel assistance required, taking into the account access requirements and value for money
Taking on Lead Officer responsibility for the co-ordination of referrals to the Passenger Transport Service, Independent travel training team and liaising with Prospects
Identifying pupils deemed to have the skills for independent travel training - in liaison with Head Teachers, Further Education Settings and the Independent Travel training team
Securing and implementing appropriate processes to accurately recoup post-16 travel charges
Reviewing and monitoring travel arrangements, ensuring that the Local Authority is meeting its statutory duties and the options being used remain the most cost-effective mode of travel assistance
Attending meetings involved schools, pupils and parents delivering presentations regarding development/changes to the transport service
Maintaining an accurate shared database of all eligible SEN pupils in receipt of travel assistance
Ensuring all applications, appeal and decision letters are saved into the Councils electronic filing system
Calculating and setting up personal transport budgets, where appropriate, ensuring regular monitoring is undertaken
Delivering a high-quality customer care services, demonstrating Coventry's behaviour framework at all times – offering polite, timely, friendly and supportive assistance of all customers in the context of resolving their concerns and complaints and addressing any other issues

Key Relationships			
External:	Schools, residents, taxi operators, other transport providers	Internal:	Passenger Transport Service, Children and Education Services, Finance, Procurement, Legal

Standard Information
<p>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.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
Not responsibility for any posts

Person Specification	
Requirements	
Knowledge	An excellent 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 or a demonstrable understanding of SEN and disability in relation to mobility and medical needs
Skills And Ability	Ability to interpret complex documentation consistently and fairly, in order to evidence accurate application of policy and robust decision making
Skills And Ability	Able to communicate effectively in a range of formats both written and oral, with a wide range of partners both internal and external
Skills And Ability	High level ICT skills, specifically in the use of the Excel
Skills and Ability	Able to investigate and resolve complaints
Skills and Ability	Able to make effective decisions and prioritise competing workload demands
Skills and Ability	Highly effective personal organisation skills, with the ability to meet tight deadlines in an often-pressurised environment
Skills and Ability	Calm, resilient team player

Skills and Ability	Customer focused attitude with the ability to secure positive relationship outcomes
Experience	Recording, analysing data and undertaking monitoring/review schedules
Experience	Utilising IT systems to support delivery
Experience	Working within a service which has statutory deadlines and legislative compliance
Experience	Working in a customer focused environment
Qualification	Educated to at least Level 2 English and Maths
Qualification	Safeguarding and disability awareness training (or willing to undertake to on appointment)
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)

Declaration			
Reviewed/Created By:	Adrian Coles		
Job Title:	Travel Co-ordinator – SEND	Date:	February 2024