

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS08-2460	Grade H
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Job purpose: Provide advice on a range of service specific initiatives (projects/workstreams/service improvements/service review etc) to enable the successful delivery of services

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC or NVQ level 4 in relevant profession, or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Experience in showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Good organisational skills and the ability to prioritise workloads and achieve deadlines. Budget monitoring/ financial processing at an appropriate level for the role. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Research and analysis of information to highlight and prioritise issues for further investigation, recommending solutions. Work on own initiative to manage own activities and contribute to longer term activities / plans. Research and resolve problems, provide advice and guidance on processes and procedures. Participate in the research and development of systems, policies, procedures and / or standards within specialist area. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area.

	Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required. Liaise, communicate and build relationships with customers and other council contacts. Liaise with and/or advise senior members of staff regarding service issues, problems and processes.
Decisions – Discretion & Consequences	Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service. Work is carried out following the framework of accessible guidelines and processes.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Children's Services (SEND) Transport Entitlement Officer	
Role profile family:	Organisational Support	
Role profile number and grade:	OS08-2460	H
Number of posts:	2	
Service/Team:	SEND	
Reports to:	Children's Services (SEND) Transport Entitlement Manager	

Job Family overview

Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

Service / function Context

The overall responsibilities of the service/function are:

The Special Educational Needs and/or Disabilities 0-25yrs (Stability) Service exists to improve outcomes and make a positive difference to the lives of children and young people with SEND, and their families, who require support to be included in their community.

The service will provide high quality, coordinated child, young person and family-centred services which respond to needs and adopt a preventative and early help approach. Whenever and wherever possible services will be provided at a mainstream universal level (within communities) and barriers to this will be removed.

The service will adhere to agreed key operating principles designed by customers and staff, and which ultimately place the child, young person and their family at the heart of service provision and empower them to live the life they choose. This will be achieved by enabling the provision of timely, coordinated services, planned in partnership with each child, young person and their family.

The service sits within Wiltshire's Children's Services which is led by the Corporate Director with Director of Children's Services responsibility. Children's Services in Wiltshire are delivered by a number of agencies working together through a shared vision and values. The Children and Young People's Trust provides the strategic direction for children's services through the development and implementation of the local Children and Young People's Plan. The Service will be pivotal in supporting delivery of the Council's overall Business Plan and the development of Commissioning Strategies and will be required to work closely with Commissioners, and in accordance with relevant service specifications.

Services are delivered in a way which listens to and responds to the voice of children, young people and their families. The Council places significant value on working with parents/carers through the local Wiltshire Parent Carer Council and has a strong track record of involving children and young people in the development of services.

Job Purpose

The Transport Entitlement Officer will work across SEN boundaries to ensure that children's travel is provided in the most effective and cost efficient manner.

Specific duties and responsibilities include:

- To provide guidance on entitlement and interpret changes to law on all aspects of the SEND transport policy to colleagues within the authority, parents, headteachers and other stakeholders.
- To manage the entitlement and make day to day decisions about SEND transport provision for all pupils with SEND's. This includes the management of the post 16

transport scheme and implementing and overseeing the procedures for the collection of income.

- To work closely with the Principal Officer, SEND Transport in PTU to provide transport services in the most cost effective manner in order to contribute to ongoing corporate savings.
- To make day to day operational decisions about any necessary changes to arrangements to respond to incidents and to health and safety issues and to monitor the effects on the budget.
- To undertake risk assessments for all new young people requiring transport to make decisions about allocation of individual passenger assistants (escorts) for pupils with SEN's and to review the arrangements as necessary. This includes the implementation of individual health care plans to ensure that pupils with complex medical needs as transported as safely as possible.
- To provide accurate information regarding individual children and young people's needs to ensure that the most appropriate transport is provided and to liaise with schools & parents about this, as appropriate. This includes making decisions about the type of transport appropriate for the needs of the pupil.
- To co-ordinate and monitor the Independent Travel Training Schemes in place in order to increase the numbers of young people accessing mainstream transport services and to secure long term savings to the budget.
- To carry out all tasks and responsibilities in accordance with legal requirements across education, including identifying if a vulnerable child or young person may be at risk.
- To contribute to the development of the SEND service, to respond to operational needs by initiating, developing and implementing innovative solutions.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- HNC or NVQ Level 4 in relevant profession of equivalent experience and skills.
- Experience of working with children and young people with difficulties and disabilities or experience of working in a transport environment.
- Safeguarding is an essential part of this position. The post holder will be expected to be up to date with all national and local guidelines relating to this.
- An understanding of the Education Act 2013.
- An understanding of the NHS and Community Care Act 1990.
- Specific knowledge of SEND policy and law, relating to education transport and in particular SEND.
- Good written and oral communication skills.

- Working and making decisions under pressure
- Knowledge of services for children and young people and related policies and developments
- Good organisational and administrative skills
- Ability to establish a successful and trusting relationship with the child or young person and family
- Good team player who can also work on own initiative with ability to prioritise tasks
- Excellent written and verbal communication skills
- Good IT skills

Desirable

- Experience of supporting children/young people/families with SEND
- Experience of coordinating multi professional meetings.
- Evidence of continuous professional development and/or training.
- CIEH Qualified Risk Assessor
- An understanding of the Children & Families Bill 2013
- Trained in mediation techniques

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:

N/A.

Supporting Information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p> <p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	<input type="checkbox"/>
Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>
Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>
Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>

<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
<p>This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check</p>	<input type="checkbox"/>
<p>This role is not subject to a BPSS check</p>	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2*. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).</p>	<input type="checkbox"/>
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3*(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).</p>	<input type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>

Safeguarding	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>

For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.