

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Admissions and Transport Officer (SEN Transport)
Grade	PS7	Reports to (role title)	Admissions and Transport Manager
		Directorate	Education, Lifelong Learning and Culture
JE Band	228-268	Service	Education
		Team	Admissions and Transport
		Date Role Profile was created	01/02/2019

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.

Role Purpose including key outputs	The post holder will work directly with families to assess the need for travel assistance, and provide information, advice and guidance about the options available, to ensure that the most appropriate type and level of support is in place for every child and young person. Working in line with the SEN Transport policies and maximising the use of resources/best value whilst meeting the statutory requirements of the Local Authority.
Work Context	This post is set within the Admissions and Transport team, which has responsibility for delivering the mainstream school admissions service - coordinating the normal round admissions process for all schools and managing the in-year admissions service; assessing mainstream and SEND home to school transport; arranging placement of challenging and vulnerable children under the Fair Access Protocol; tracking and monitoring applications up to the date children start school; and identifying and referring children who might be missing education. These are complex areas of work which are heavily regulated. The admissions process has statutory application and offer dates which must be met, creating a highly pressurised environment. Relevant statutory guidance issued by the Department for Education includes the School Admissions Code, Home to School Travel and Transport Guidance, the School Admissions Appeals Code and Children Missing Education.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according

	<p>to assessment of needs.</p> <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • Satisfactory DBS clearance might be required.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Advanced vocational qualification at level 4 or considerable on the job experience.</p> <p>Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate.</p> <p>Able to assess, plan and review cases; undertake challenging casework.</p> <p>Numerate and able to advise on effective use of budget and resources.</p> <p>Competent in a range of IT tools including MS Office.</p> <p>Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to identify service improvement initiatives.</p> <p>Ability to travel around the County as the service requires.</p> <p>Satisfactory DBS clearance.</p>
<p>Role Summary</p>	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>