

Job Description

Directorate:	Highways & Transport		
Service:	Accessible Transport		
Location:	Bamber Bridge		
Salary range:	Grade 8	Grade:	8
Reports to:	Client Relationship Mgr (G10)	Staff responsible for:	None

Job purpose and scope

The role exists to determine the eligibility of applicants for home to school transport based on their Special Educational Needs or Disabilities and to propose suitable transport solutions.

Job holders will use their professional knowledge and judgment to assess the eligibility of each applicant for transport, based on disability, against the council's statutory duties set out in the Education Act 1996 clauses 508(B) and schedule 35(B) along with the associated statutory guidance.

Performance Indicators

The role holder is expected to complete approximately 50 assessments per week to a high level of accuracy and compliance. This is measured as:

- Quality of own work against legal, safety and best practice standards
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities/Responsibilities

- Independently assess the impact of complex medical conditions, disabilities, and individual circumstances on a person's ability to walk to school, whether accompanied or unaccompanied, using appropriate assessment methodologies. Produce clear, evidence-based recommendations and detailed decision records capable of withstanding challenge through appeals, complaints, or legal proceedings
- Manage Home to School passenger risk through developing, compiling and completing specific risk assessments and passenger safety plans (safe systems of working) for each young person
- Investigate and assess stage 1 appeals, critically evaluating relevant evidence and information to produce clear, documented, decisions.
- Investigate stage 2 appeals, documenting relevant evidence to produce clear, comprehensive reports and recommendations that enable appeals panels to make informed and defensible decisions.
- Provide information, advice and guidance to customers by interpreting established procedures, using technical experience and by applying best practice within the field.
- Provide on the job training, mentoring and guidance to less experienced members of staff to ensure they are able to develop the necessary skills to deliver in their role
- Regularly communicate with families and operational colleagues and service providers to share information, build working relationship and to ensure joined up service provision
- Suggest improvements to current working methods to contribute to improvements in service delivery

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
• Educated to "A" level standard • Relevant level 3 qualification in disability assessment* • National Examination Board in Occupational Safety and Health (NEBOSH) General Certificate*
Experience
• 2 years experience working in front line role with children with SEND • 2 years experience of needs assessment
Essential knowledge, skills & abilities
• Basic understanding of legal principles as set out in acts of parliament and statutory guidance • Detailed knowledge of Accessible Transport service and relevant policies, working systems, and equipment. • Analytical skills and problem-solving capability. • Ability to informally train and mentor less experienced staff. • Ability to influence others based on technical or professional expertise. • Ability to build and maintain effective networks and relationships.
Other essential requirements
• Commitment to equality and diversity. • Commitment to health and safety. • Display the LCC values and behaviours at all times and actively promote them in others. • This is an essential car user post* <i>You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive</i>