Manchester City Council
Role Profile

Home to School Transport Facilitator, Grade 6
Access and Sufficiency Service,
Children's and Education Directorate
Reports to: Home to School Transport Manager

Job Family: People Care and Support Indirect

Key Role Descriptors:

The role holder will coordinate and contribute to the provision of a high quality service to support service users and promote their independence ensuring service standards are achieved, maintained and improved.

The role holder will contribute to the positive engagement of service users with support services provided by both statutory and voluntary agencies, ensuring that they are appropriately supported and able to contribute positively to the community.

The role holder will assist with establishing and maintaining partnerships with a range of stakeholders and agencies in line with City Council policies and procedures.

Key Role Accountabilities:

Coordinate and contribute to a responsive and efficient service user assessment service to determine their support needs and provide expert advice on a range of realistic and sustainable options within the context of relevant legislation.

Ensure service users are referred to appropriate support services as necessary to improve outcomes and establish and maintain close joint working arrangements with other agencies and stakeholders.

Work in collaboration with stakeholders and partners to actively help and support the identification and reduction of safeguarding risks to vulnerable residents of the city.

Respond to all queries from a wide range of stakeholders, including both internal and external customers, in an efficient and courteous manner, using initiative and creative skills to respond appropriately to problems that arise.

Work proactively and efficiently to manage workloads in a demand led and front line service and incorporate a flexible approach to problem solving. Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Service - Access & Sufficiency

The service ensures children and young people aged 4 to 16 (2 to 25 for those with SEND) have access to appropriate Education. This includes ensuring there are sufficient school places across the City including alternative provision and specialist provision through effective place planning and management; school organisation including overview of statutory change processes linked to schools; schools admissions processes; Children Missing Education processes including children who are electively home educated; statutory assessment for Education, Health and Care plans and maintenance of plans; home to school travel processes including free travel passes.

The Service is key to ensuring Children's & Education Directorate delivers its commitments to children:

● Safe
All children and young people feel safe, their welfare promoted and safeguarded from harm within their homes, schools and communities

● Happy
All children and young people grow up happy - having fun, having opportunities to take part in leisure and culture activities, and having a good social, emotional, and mental wellbeing. It also means all children and young people feeling that they have a voice and influence as active Manchester citizens

● Healthy
The physical and mental health of all children and young people is maximised, enabling them to lead healthy, active lives, and to have the resilience to overcome emotional and behavioural challenges

● Successful
All children and young people have the opportunity to thrive and achieve individual success in a way that is meaningful to them. This may be in their education, or in their emotional or personal lives

The Team - Home to School Transport

The Council has a duty to promote the use of sustainable travel and transport between home and school. This includes promoting healthy, sustainable and safe travel solutions; actively engaging and promoting good outcomes for all children; supporting children and young people to attend school regularly; working in partnership with parents and carers to support them with their legal responsibility to ensure that their children attend school; and promoting independent travelling for children and young people wherever possible, taking account of their age and needs.

The Role

The role holder will lead and manage a team of Passenger Assistants within a bespoke area of the service.

The role holder will ensure that they are focused on delivering tangible outcomes which improve outcomes and the quality of life for children and people with special educational needs within the city.

Coordinate Passenger Assistants cover for routes and educational establishments.

Use relevant software to plan and communicate transport routes to all relevant stakeholders, including transport providers and parents/carers.

Review applications and make decisions on the most appropriate transport solutions for the individual and communicate this with relevant stakeholders. Manage financial transactions using relevant software and be able to provide reports / update on current financial situations.

Promote person-centred working and ensure that the team are equipped to deliver this approach.

Maintain information and resources on the council website in relation to the statutory duties for Home to School Transport.

Work with the Home to School Transport Team Manager and wider team to develop more effective ways of delivering strategic priorities using ICT and digital solutions.

Manage and supervise home to school transport Passenger Assistants including carrying out regular 1 - 1 meetings and supervisions.

Investigate and respond to FOI’s, councillor enquiries, complaints, parental appeals and incidents.

Prepare and present cases to appeal panel and any other relevant scrutiny structure.

Carry out pupil needs assessments, including wheelchair assessments as required.

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Key Competencies and Technical Requirements

Behavioural Competencies

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

Generic Skills

- **Communication Skills:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation. Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

- **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.

- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.

- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.

- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

- **Financial Management:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

- **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

Technical requirements (Role Specific)

Knowledge and understanding of the legislative framework and key issues relevant to the team's responsibility.

Demonstrable knowledge of statutory duties for specific areas.

To be willing to undergo an enhanced Disclosure and Barring Service (DBS)