Manchester City Council
Role Profile

Home to School Transport Assistant Grade 3
Access & Sufficiency Service, Children's and Education Directorate
Reports to: Home to School Transport Officer

Job Family: Business Support

Key Role Descriptors:

The roleholder will contribute to the goals of the team through the provision of high quality business support

The roleholder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a fast moving operational service.

The roleholder will contribute effectively to the development of business support initiatives and value-added activities to meet the needs of the service.

Key Role Accountabilities:

Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, both written and verbal from a wide range of internal and external customers.

Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure.

Update and extract information from management information systems accurately and competently as required including the retrieval and collation of reports to agreed procedure.

Complete all documentation and correspondence accurately and to a high standard in line with procedures and within agreed timescales.

Procure, monitor and maintain office equipment, ensuring changes are made in line with procedures, budgets and agreed timescales.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council.

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.

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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

Process payments to parents and post 16 pupils for personal travel budgets, mileage claims and contributions.

Liaise with clients in setting up payment plans for post 16 contributions.

Support the wider team of Home to School transport with administrative duties.

Respond to all queries from the public, clients and other colleagues both verbally and in writing.

Update and extract information from management information systems accurately and competently as required including the retrieval and collation of appeal paperwork.

Procure, monitor and maintain office equipment, ensuring changes are made in line with procedures, budgets and agreed timescales.

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Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- 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:** 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. Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **Analytical Skills:** Able to identify potential problems or errors when considering responses to situations probe to establish the true position before considering action or advice.
- **Planning and Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
- **Problem Solving and Decision Making:** Ability to interpret rules and guidelines in order to resolve queries.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
- **Administrative:** Ability to use and maintain effective administration systems in a rapidly changing environment.
- **Financial Skills:** Numeracy and accuracy skills to collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources and monitoring procedures.

Technical Requirements (Role Specific)