**Job Description**

**Education Transport Co-ordinator**

**Role Profile** Specialist / Operational BCP band G

**Service/Team** Environment / Passenger Transport

**Reports to** Education Passenger Transport Team Leader

**Responsible for** None

**Number of posts** 8

**Post number** tbc

**Job Overview**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring that home to school transport is planned, procured and organised efficiently and safely.

To process education transport requests received from Transport Commissioners for mainstream students and those with special educational needs / disability. This involves the planning, procurement and organisation of appropriate passenger transport, to ensure that services are safe, efficient, sustainable and compliant with statutory regulation and industry good practice.

**Key Responsibilities**

* The efficient processing and co-ordination of education transport requests.
* The optimisation of resources through the planning and procurement of safe, efficient and cost- effective passenger transport solutions. This will include the local public transport network, contracted vehicles, community transport, payments to parents, the in-house fleet, walking and cycling.
* Responsible for the safe and efficient day to day operation of education transport including liaison with parents and carers, commissioners, school staff, social workers, transport suppliers and other agencies.
* To develop risk assessments by researching and collating information about passengers to ensure that foreseeable risks are considered and co-ordinate action where necessary.
* To devise individual travel plans to ensure appropriate, safe, sustainable and cost effective.
* To maintain passenger transport databases to ensure reliable service delivery and accurate management information.
* Ensure value for money and compliance with financial regulations by the effective procurement of passenger transport. This will include the preparation of specifications for tender documents and assistance with contract management.
* To plan and co-ordinate the efficient allocation of Passenger Assistants.
* The ability to develop innovative solutions to challenging operational problems.
* General Passenger Assistant support including contributing to recruitment and training, the processing of timesheets and ensuring compliance with absence procedures. The supply of stationary, uniform and equipment.
* Ensure effective business relationships with suppliers through the efficient processing of orders and invoices and the production of effective management information.
* General office administration.

**Specific Qualifications and Experience**

* Minimum of 5 GCSEs (A\*-C) grade or equivalent academic achievements.
* Proven competence in working in a demanding administrative role within a busy office environment.
* Knowledge of education transport legislation, heath and safety and operational good practice.
* Demonstrate an empathetic understanding of young people with special educational needs and disability and the impact on families.
* Previous experience of working in a customer services environment and or logistics and or passenger transport.
* Understanding of good procurement practice and contract management. The ability to negotiate with operators regarding performance issues.

**Personal Qualities & Attributes**

* Excellent customer service and communication skills. In order to establish and maintain effective working relationships with suppliers, colleagues and customers many who may be highly anxious or experience communication difficulties.
* Strong organisational and analytical skills with the ability to design efficient integrated transport schedules using a combination of local geographic knowledge and resource planning skills.
* Good IT skills with the ability to use common and passenger transport specific software.
* Strong analytical abilities and the ability to work methodically and accurately, this includes attention to detail when under pressure and retaining focus when completing routine tasks.
* The confidence to work on own initiative in order to solve problems and manage risks associated with education transport.
* The ability to remain calm under pressure and the resilience to deal with challenging situations sensitively and assertively when required.
* Positive approach to work, self-motivated with a commitment to professional development.
* Proven ability to manage time effectively, prioritise and meet deadlines and targets.
* Knowledge of and commitment to equality and diversity.
* The ability to respect the views of others and work as part of a team.

**Job Requirements**

* A flexible approach to working hours including cover from 07:30 until 17:00 and potentially evening and weekend work on occasions.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Enhanced DBS check.