

Kent County Council

Job Description: Transport Eligibility Assistant

Directorate:	Children, Young People and Education
Unit/Section:	Fair Access
Grade:	KSC
Responsible to:	Transport Eligibility Operations Manager

Purpose of the Job:

To provide clerical and administrative support across within Fair Access Transport Eligibility Office. The postholder will also assist the other Fair Access Teams with their specialist work areas when necessary (especially during work peak times).

Main duties and responsibilities:

1. To assist and advise parents with regard to the provision of home to school transport and to assess their eligibility to receive home to school transport.
2. Aid the assessment of eligibility and processing of all Transport applications. Manage and maintain pupil records for eligible learners, and provide accurate information to internal departments to facilitate the implementation of transport arrangements.
3. Provide up to date information and advice on relevant County procedures and selection procedures as appropriate to colleagues, parents, members and schools; to ensure the provision of a high quality, accurate and comprehensive service to all customers.
4. Input Data, maintain files and database records; assist with the production and distribution of information to schools and parents about admissions and transport processes.
5. Respond to and organise emails sent to the team mailbox
6. Assist in the production of appeal case papers for home to school transport; collate information and prepare map measurement data, to ensure that comprehensive and accurate information is submitted.
7. Deal with incoming telephone and written enquiries from schools, Council Members, parents, other departments and the general public; processing and distributing correspondence, dealing sensitively with telephone calls of a challenging nature, to ensure that all those contacting Admissions and Transport are dealt with swiftly and effectively.
8. To provide administrative support to Transport Officers as required

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: Transport Eligibility Assistant

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Good general level of education up to GCSE/NVQ level 3 standard.
EXPERIENCE	Experience of working in local government.
SKILLS AND ABILITIES	<p>Excellent interpersonal skills with a confident telephone manner.</p> <p>Computer literate with accurate keyboard skills.</p> <p>Good organisation skills, including the ability to prioritise and organise a heavy workload to meet deadlines.</p> <p>To be able to work as part of a team but also to use own initiative.</p> <p>Able to communicate effectively at all levels.</p> <p>Self-motivated with a desire to learn new skills.</p>
KNOWLEDGE	<p>Understanding of IT applications and a working knowledge of Microsoft office (outlook, Word and Excel)</p> <p>Awareness of Data Protection and confidentiality issues.</p> <p>Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures.</p>
BEHAVIOURS	<p>We are looking to give opportunities to people who share our values.</p> <p>Open: acting with integrity, honesty and transparency, willing to learn and treating people fairly and with respect.</p> <p>Invite contribution and challenge: working collaboratively to find new solutions that put the interests and wellbeing of Kent people first.</p> <p>Accountable: taking personal and professional responsibility for our actions, performance and the Council's resources.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve

- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making