

Kent County Council

Job Description: *Apprentice Blue Badge Assistant Eligibility Assessor*

Directorate:	Adult Social Care and Health
Unit/Section:	Blue Badge Service / BDU
Grade:	Kent Apprenticeship Scheme
Responsible to:	Senior Practitioner/ Team Leader

Purpose of the Job:

Support the Blue Badge Assessment team to provide a timely, accurate and efficient response to applications for a Blue Badge from the public.

Main duties and responsibilities:

- Provide the first point of contact for applicants contacting the Assessment team, ensuring a timely and professional response.
- Complete administrative support functions to the Blue Badge Eligibility Team, including accurate record keeping and data cleansing.
- Forward applications for further assessment when complex cases require clinical reasoning.
- Provide a prompt, accurate and efficient response to help the applicant access adult social care, health care and other provider services including voluntary organisations to find the relevant information they need.

General

- Work as part of Operational Support Unit and alongside the Blue Badge process team and to provide assistance to BBEAs as required.
- Ensure information systems and client records are effectively maintained to ensure that information is up to date and accurate.
- Apply Service and Directorate policies and procedures exactly as defined to ensure consistency, fairness, transparency and quality of service.

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

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Person Specification: *Apprentice Blue Badge Assistant Eligibility Assessor*

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	<ul style="list-style-type: none">• Good standard of education to GCSE level or equivalent, demonstrating numeracy and literacy.
EXPERIENCE	<ul style="list-style-type: none">• Experience of providing a service to the public.
SKILLS & ABILITIES	<ul style="list-style-type: none">• Effective communicator, both written and orally.• Ability to clearly communicate with the public by telephone.• Ability to prioritise workload.• Able to work effectively under own initiative and as part of a team• Effective planning and organisational skills.• Computer literate.• Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion.
KNOWLEDGE	<ul style="list-style-type: none">• Working knowledge of the Department for Transport Blue Badge Guidance for Local Authorities (2019)• Knowledge of computer packages• Awareness of Safeguarding issues• Awareness of data protection and confidentiality issues• Awareness and compliance with equality and diversity policies, procedures and legislation• Knowledge of statutory and non-statutory policies and procedures applicable to responsibilities of Local Authorities towards children and vulnerable adults

BEHAVIOURS AND KENT VALUES	Kent Values: <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 <ul style="list-style-type: none"> • Be truthful, honest and realistic, give reasons for decisions and actions • Welcome challenge on how you do things • Being sensitive to someone's needs and adjusting accordingly, accepting differences • Listen carefully and act on what is being said/use clear language • Be customer focused • Work to find positive solutions, be creative.
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