

**Directorate:** Growth, Environment and Transport

**Unit/Section:** Public Transport

**Grade:** KR6

**Responsible to:** Client Transport Manager

**Purpose of the Job:**

The Public Transport department arranges a range of transport services for the Council's clients and the public, including taxis, minibuses, coaches and bus services.

Client Transport Coordinators arrange transport for pupils with Special Educational Needs and Disability (SEND) accessing our Home to School Transport service, and for our clients accessing Social Care provision by organizing the appropriate mode of transport, making use of public transport, coaches, minibuses and taxis where applicable. The post holder will support, monitor and assist in reviews of existing transport provision by ensuring services are appropriate and efficient. You will be the initial point of contact for customers (internal & external) by providing information and resolution to enquiries.

**Main duties and responsibilities:**

1. Arrange bespoke transport for: client with Special Educational Needs, and for clients accessing Adult and Children's Social Care. To Procure and arrange transport provision by identifying the most appropriate mode of transportation based on the needs of passengers and available services.
2. To lead and/ or assist the Client Transport Planner in monitoring and reviewing existing transport services. To optimise services where appropriate and organise inspector resource to review services.
3. Be the initial point of contact for customers (internal & external) providing information and advice relating to transport provision. Problem solve and provide resolution to issues of operator contracts and customer enquiries.

4. Liaise with a wide range of audiences including; the public, transport operators, clients, learning providers and other departments within The Council to assist in the delivery of transport.
5. Implement procedures for contractual complaints and ensure they are responded to within specified timescales, and where appropriate administer relevant sanctions.
6. Support team members and other teams where appropriate in busy periods throughout the year.
7. Attend and participate in off-site meetings at schools and/ or social care facilities, and to support inspections of transport services.

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: Client Transport Coordinator

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Level 2 or 3 qualifications (or equivalent) with relevant experience</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working in a busy office environment</li><li>• Experience of customer communication in both written and verbal form</li><li>• Experience in Microsoft Office and/or other database packages</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to work individually under pressure and to tight deadlines</li><li>• Ability to communicate in difficult circumstances</li><li>• Possess excellent time management and organisation skills</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Good geographical knowledge of Kent</li><li>• Understanding of passenger transport and procurement</li><li>• Knowledge and/ or understanding of GDPR</li></ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li><li>• We are <b>curious</b> to innovate and improve</li><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and</p>

	<p>want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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