

Grading

Job Description and Employee Specification

<u>Job title:</u> Assessment & Monitoring Officer	<u>Service area:</u> Assets & Development
<u>Post number:</u>	<u>Division:</u> Transport
<u>Grade:</u> 5	<u>Section/team:</u> School Transport
<u>Overall purpose of job:</u> To work with schools, bus operators, taxi operators and school transport staff to implement the code of conduct for safe behaviour on school transport, to monitor school bus, taxi and public transport contracts and carry out risk assessments.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> <ol style="list-style-type: none"> 1. To plan and carry out regular monitoring of school, taxi and public transport contracts, including site visits to schools, bus checks with outside agencies, check bus passes, travelling on buses to check punctuality and accuracy of routes and follow up contractual issues in consultation with the School Transport Manger. 2. To maintain records of monitoring and investigations carried out, to collate key documents acquired from transport providers, input data onto the schools transport database and produce reports and analyses of the information obtained. 3. To carry out risk assessments of the transport need by students with disabilities and advise on the most suitable transport solutions for them. 4. To keep records of risk assessments undertaken in an agreed format, linking them with pupils and transport route records 5. To assist in delivering transport related training to drivers and transport staff 6. To ensure bus operators comply satisfactorily with legislative and contractual requirements 	

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7. To assist in monitoring drivers' training records and drivers' daily check sheets.
8. Check that bus and taxi operators are following the terms and conditions of the contracts
9. To gather and monitor information required as part of the bus and taxi terms and conditions
10. Maintain high level of confidentiality in all matters relating to schools and parents
11. Investigate reported incidents of poor pupil behaviour on school buses and advise on action to be taken in consultation with the school, taxi and bus operator.

Knowledge, skills and experience:

Current driving licence
 Excellent IT skills
 Knowledge of transport and health and safety legislation and good practice
 Knowledge of data protection issues and measures required to share information effectively amongst partners
 Excellent communications and interpersonal skills
 Knowledge and experience of risk assessments and record keeping
 Good time management skills
 Ability to provide statistical information and produce reports
 Ability to work as part of a team and also under own initiative
 Ability to demonstrate tact and diplomacy and exercise discretion
 Ability to deal with challenging/conflict situations
 Ability to deliver training
 Ability to carry out investigations and inspections
 Ability to transport self around North Lincolnshire at short notice

Creativity and innovation:

Dealing with sometimes difficult and emotive situations in a way that will bring about a safe and rational solution to a problem. These can involve children and young people who do not always behave in an orderly way.

Developing and adapting procedures

Design and deliver procedures and training material to different audiences

Analysing and presenting reports of investigations and assessments carried out.

Receiving and resolving complaints

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Resolving conflict through consultation and negotiation

Contacts and relationships:

- School pupils, parents, college students, teachers and other staff in schools and colleges – daily in the course of monitoring and investigations, focus groups, training etc
- Bus, taxi operators and drivers – daily as above
- School Transport Manager and School and Public Transport staff – reporting daily - management and fellow team members
- Chargehands – daily – driver/children issues
- Health & Safety and Road Safety Officers – ad hoc in connection with risk assessments and finding suitable solutions to school transport safety problems
- Staff in other local authorities – ad hoc to exchange information about risk assessments, policies and practices
- Other members of staff – ad hoc – training, taxi licensing in connection with school checks
- Outside agencies, eg DVSA

Decision making:

- 1) Recommend action to be taken following investigations and assessments undertaken which can impact on children and young people
- 2) Decide on appropriate action to take during an on site visit when it is not possible to ask for advice from a senior officer
- 3) Determine whether to refer matters to more senior staff due to complexity or sensitivity

Responsibility for resources:**Financial resources:**

None

Physical resources:

PC

Mobile Phone

WORK ENVIRONMENT**Work demands:**

Responds to impromptu situations when carrying out risk assessments

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Prioritises own workload to meet the needs of the service
<p><u>Physical demands:</u></p> <p>To climb in and out of vehicles for monitoring To work away from the office</p>
<p><u>Working conditions:</u></p> <p>Work out in all weathers – out 70% Working in an operational depot, school etc Travel to sites away from the office/base</p>
<p><u>Work context:</u></p> <p>Minimal risk</p>

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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

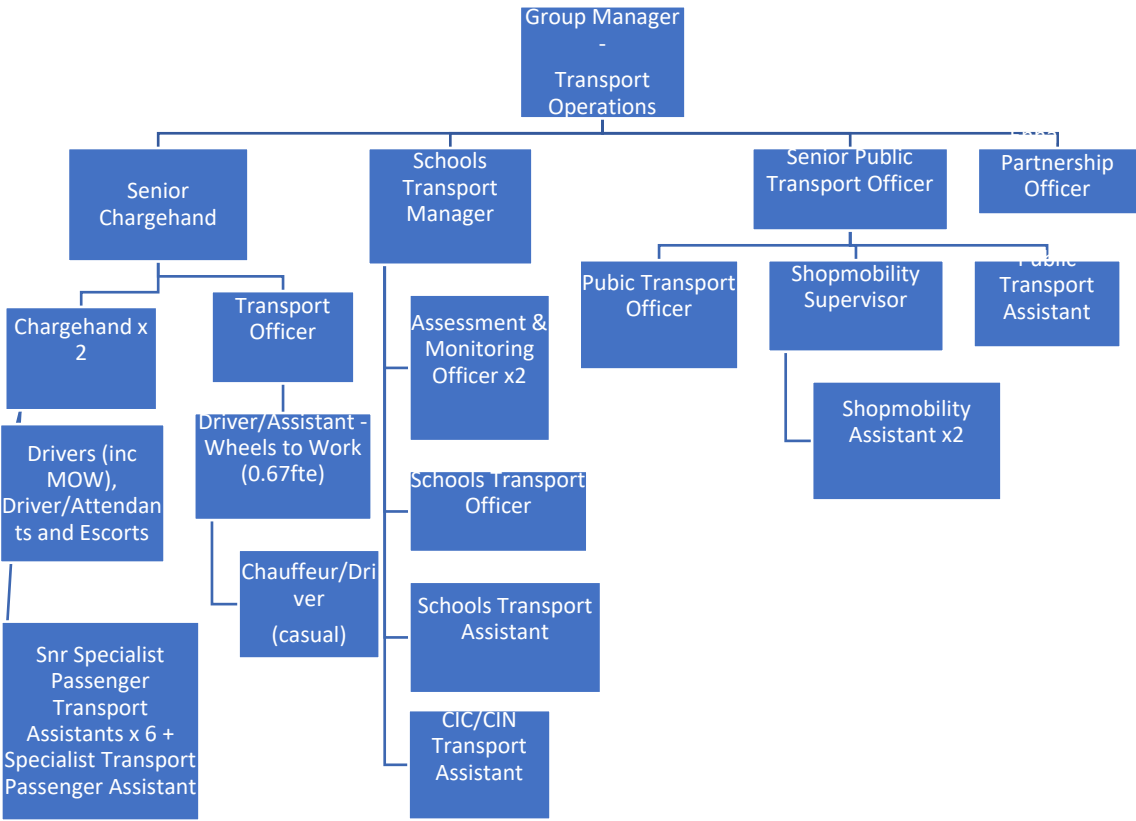
Are posts in more than one location? Yes No

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes No X

Please indicate which post(s)



Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills. • Excellent IT skills. • Good time management skills. • Knowledge of data protection issues and measures required to share information effectively amongst partners. • Knowledge of transport and health & safety legislation and good practice. • Knowledge of risk assessments and record keeping. • Ability to provide statistical information and produce reports. • Ability to work as part of a team and on own initiative. • Ability to work with challenging/conflict situations. • Ability to deliver training. • Ability to carry out investigations and inspections. • Ability to demonstrate tact and diplomacy and exercise discretion. 	
Knowledge, Skills and Experience	Interview
<ul style="list-style-type: none"> • 	
Education, Training and Qualifications	Original documents
<ul style="list-style-type: none"> • Current Driving Licence 	
Working Arrangements	Interview
<ul style="list-style-type: none"> • Able to be flexible and work outside of the office environment when required. • Ability to transport yourself throughout the North Lincolnshire Council area and at short notice. 	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> • Experience of working with children, schools and contractors • Detailed knowledge and a good understanding of education transport • Experience of carrying out investigation and inspections 	
Knowledge, Skills and Experience	Interview

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Education, Training and Qualifications	Original documents
•	
Working Arrangements	Interview
•	

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☐

No ☒

Political restriction

Yes ☐

No ☒

The ability to speak fluent English under the Immigration Act 2016

Yes ☐

No ☒

• Version Control

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Status	V0.1
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