Grading
Job Description and Employee Specification

Job title: Assessment & Monitoring Officer	**Service area:** Communities
Post number: OPAI4024	**Division:** Resilience, Environment & Operations
Grade: 5	**Section/team:** Schools Transport

Overall purpose of job:

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.

Main responsibilities:

1. 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 Schools Transport Manger.

2. 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. Carry out risk assessments of the transport need by students with disabilities and advise on the most suitable transport solutions for them.

4. Keep records of risk assessments undertaken in an agreed format, linking them with pupils and transport route records.

5. Assist in delivering transport related training to drivers and transport staff.

6. Ensure bus operators comply satisfactorily with legislative and contractual requirements.

7. 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. 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 written communication skills
- Excellent verbal communication & 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 design and 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.
- 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.
- Schools 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:

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

Responsibility for resources:

Financial resources:

- None

Physical resources:

- Laptop (value - £850)

WORK ENVIRONMENT

Work demands:

- Responds to impromptu situations when carrying out risk assessments
- Prioritises own workload to meet the needs of the service

Physical demands:

- Climbing in and out of vehicles for monitoring.

Working conditions:

- Work out in all weathers – out approx. 50%.
- Working in an operational depot, school etc.
- Travel to sites away from the office/base.

Work context:

- Often lone working or with another colleague on monitoring, inspections and assessments and could be subject to verbal challenges.
- Deals with complaints from parents in the first instance eg issues relating to their child's special needs transport.

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Position in organisation:

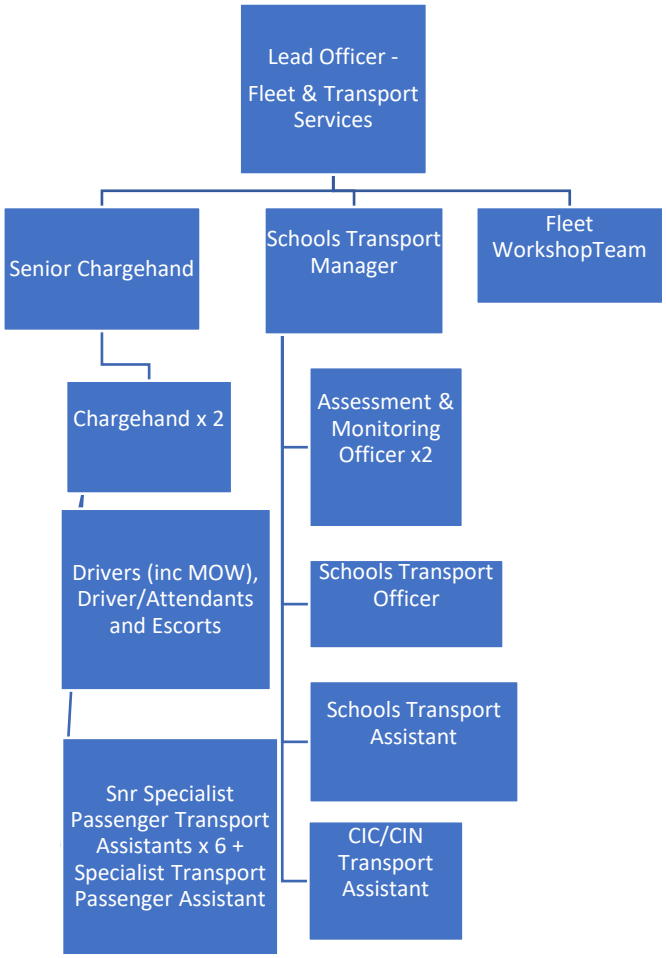
Indicate how many staff the post is directly accountable for: 0

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)

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Job Description Version Control	
Date evaluated	19.10.15
Date updated	22.10.26
Updated by (manager name)	Jennie Howbridge
Checked by (HR name)	Jo Parker

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Excellent written communication 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.	
Knowledge, Skills and Experience	**Interview**
• Excellent verbal communication & interpersonal skills. • Ability to demonstrate tact and diplomacy and exercise discretion. • 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 design and deliver training. • Ability to carry out investigations and inspections.	
Education, Training and Qualifications	**Original documents**
• Current Driving Licence	
Working Arrangements	**Interview**
• 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)**
• 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**
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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

Author	HR Policy Team
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