

## Job Profile

**Job Title: Concessionary Travel Case Officer**

**Job Grade: Level 3 Zone 1**

**Salary Range: £33,789 - £38,465**

### About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### About the role

- To contribute in delivering all aspects of the accessible transport service e.g Freedom Pass, Blue Badges, Taxicard, Disabled Drivers Assessment, PlusBus schemes, ScootAbility and other Accessible Transport Schemes that may fall within the remit of Accessible Transport.
- To have a comprehensive understanding of travel and transport concessions and associated statutory and local eligibility criterion associated with each scheme.
- To undertake the assessment, administrative and financial functions relevant for all applications received for the council's accessible transport services for older, disabled and vulnerable people.
- To monitor, review and report on the outcomes of assessments against local and national policy and legislation.
- To deliver a sensitive, customer focused advice and support to service in relation to accessible transport and independent travel.
- To utilise a range of information and communication technologies to process confidential and medically sensitive customer information and to communicate with a range of stakeholders.
- The post holder is required to work in a busy and demanding environment, where there will be a high level of contact with applicants, service users and stakeholders via telephone, face to face and via other communication mediums.
- The post-holder will be required to deal with customers face to face, some of whom may have challenging behaviour and a high level of customer care and sensitivity will be required, and due regard given to safe working practices.
- The Post-holder will be required to prioritise conflicting demands to meet the requirements of the service and to adhere to performance targets and Council standards.
- The post holder may on occasions be required to deal with clients who exhibit confrontational behaviour and who may become verbally abusive and/or threatening. The post holder will therefore need to manage all contact with service users in a calm, patient and tactful manner, to ensure the health and safety of all concerned.
- The post holder is required to work flexibly, adjusting their own and others' workloads to meet individual work targets and the priority demands of the service.
- The post holder is required to work flexibly, with minimal supervision and to adjust their own and others' work programmes to meet individual and service targets and the priorities of the Service. The post holder will be required to work as part of a team, and provide support and cover for staff absence and to provide staff training.

**About you**

- Experience in the use of IT/Systems including the full MS Office package.
- An understanding of the transport needs and issues faced by vulnerable older and disabled people
- Excellent communication skills, both written and verbal
- Good judgment and decision-making skills

**Work Environment:**

The post holder will be based at York Way Depot and is required to work in a busy and demanding environment in which high level organisational skills will be required to complete tasks. There may be a requirement to work outside normal office hours to attend periodic evening meetings or present service issues as requested by the Team Manager, including attending conferences.

**People Management Responsibilities:**

To provide supervision and guidance to more junior staff and to undertake staff training as required, including compiling briefing notes and information packs for new staff.

**Relationships:**

The post holder will be required to liaise with various teams and services across the Council; key contacts are likely to include: Adult Social Care, Occupational Therapists, medical practitioners and a range of services across the Council. Liaison with;

- Customers, carers, members of the public
- Members
- London Councils, Transport for London and the Department for Transport
- Contractors, Service Providers and Consultants
- Transport Operators/Inspectors/ British Transport/Metropolitan Police
- Internal Audit
- Parking Services
- Representatives from Disability Groups and Voluntary Sector organisations
- Day Centre Managers and Schools
- Community Transport providers
- User forums, within and external to the Council
- Other Boroughs and Research agencies.

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,