

Job Profile

Job Title: Concessionary Travel Coordinator

Job Grade: Level 4. Zone 1

Salary Range: £40,652 - £46,779

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 implement the service priorities as identified by the Concessionary Travel Manager.
- To plan the day to day workflow of activity for Concessionary Travel Case Officers ensuring resources are effectively and efficiently utilised.
- To lead or be part of service improvement initiatives with the service including working with the Head of Service and Concessionary Travel Manager to develop a suite of performance indicators which the service adheres to.
- Provide a quality control on Concessionary Travel applications to ensure applications are processed on time, in accordance with legislation and decisions are clearly communicated to residents.
- High level customer care, ensuring that all queries and complaints are effectively managed and resolved.
- To implement best practice in transport assessments and to compile reports, data analysis and presentations to a diverse range of stakeholders as required.
- To develop project plans for the renewal of Disabled Persons Freedom Passes, Blue Badges, and other relevant services and concessions.
- To implement actions arising from service audits and reviews, ensuring that all relevant policies and documents are updated, including web-based information.
- To develop scheme information, communication and promotion material including application forms (paper-based and online).
- To work collaboratively with Occupational Therapists and relevant contractors involved in undertaking assessments and supporting service delivery.
- 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.

About you

- Educated to Degree level or possess substantial experience in a similar post.
- Experience of working within a customer service role, preferably within Concessionary Travel schemes and an understanding of the transport needs and issues faced by vulnerable older and disabled people.
- Experience of managing high work volumes, developing new processes and procedures and excellent organisational skills.
- Excellent communication, report writing and presentation skills. Ability to influence stakeholders to achieve desired outcomes in a political environment.
- Experience of identifying staff development needs and planning staff training as well as first line Staff Supervision.
- Experience of working within a political context.

Work Environment:

The post holder will be based within Camden Transport Depot at York Way, Kings Cross. The role will be predominately office based.

People Management Responsibilities:

None

Relationships:

The post holder will report directly to the Concessionary Travel Manager whilst working closely with managers and officers across the Service (CATS) and key stakeholders from both within the Council and external partners. Key contacts are likely to include:

- Customers, carers, members of the public
- Elected Members
- London Councils, the Department for Transport
- Local Authorities
- Contractors, Service Providers and Consultants

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 welcome applications from all 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). 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 or post to 5 Pancras Square, London, N1C 4AG