

Job Profile Information: Accessible Transport Co-Ordinator

This supplementary information for Accessible Transport Co-Ordinator is for guidance and must be used in conjunction with the Job Capsule for Business Services Level 3 Zone 2

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

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, including assisting in developing work programmes, project plans and training programmes. .

Example outcomes or objectives that this role will deliver:

- To ensure that only eligible applicants receive a service and that resources are effectively utilised to achieve value for money service delivery
- A high quality assessment service that ensures the accurate and timely processing of information and that continuous improvement is achieved and that lessons learned from service reviews are incorporated into best practice.
- Robust anti-fraud procedures are in place across the accessible transport schemes, to ensure that resources are effectively and efficiently utilised,
- High level customer care, ensuring that all queries and complaints are effectively managed and resolved.
- Effective, communication mediums for customers, staff, service partners and management to support service delivery and the achievement of agreed targets.
- The timely and accurate delivery of accessible transport schemes and concessions to eligible residents.
- Review performance, ensure continuous improvement and monitoring of service delivery and customer care, ensuring that only eligible applicants receive concessions and services.
- In conjunction with the Team Manager, develop and monitor a suite of performance measures, to ensure that agreed targets and timescales are adhered to.
- 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 Freedom Passes, Blue Badges, Taxicards, 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 be responsible for oversight of relevant national developments and their local application, including revising local policies and procedures and delivering related Staff training.
- To co-ordinate and supervise the work of Transport Assessment Officers, ensuring adherence to scheme criteria and statutory guidance.
- To develop scheme information, communication and promotion material including application forms (paper-based and online).
- In conjunction with Internal Audit to undertake fraud prevention initiatives and to reconcile data against the National Fraud Initiative, scheme.
- Carry out basic financial monitoring of the Accessible Transport schemes within the role purpose
- To work collaboratively with Occupational Therapists and relevant contractors involved in undertaking assessments and supporting service delivery.
- 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.

People Management Responsibilities:

- Supervision and allocation of work to Accessible Transport Officers, Apprentices and other staffing resources
- To monitor staff performance and to compile reports for the Team Manager to provide guidance to Assessment officers in their determination of eligibility for transport schemes, including Blue Badges, Freedom Pass, Taxicard, ScootAbility and Day Centre transport.

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.

Work Environment:

The post holder will be based at York Way Depot and 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.

Technical Knowledge and Experience:

- Experience in the use of IT/Systems including the full MS Office package.
- Ability to extract, analyse and present data to illustrate trends or to support decision-making.
- Experience of accuracy in collecting and using information to support decision making.
- Experience of supervising and delivering training for a team.
- An understanding of the transport needs and issues faced by vulnerable older and disabled people
- Proven record 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
- Ability to learn and understand issues and processes within a technical environment

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

CAMDEN ACCESSIBLE TRAVEL SOLUTIONS STRUCTURE SEPTEMBER 2018

