

## **Job Profile Information: Senior Accessible Transport Assessment Officer**

**This supplementary information for Senior Accessible Transport Assessment Officer is for guidance and must be used in conjunction with the Job Capsule for Business Services Level 3 Zone 1**

### **Camden Way Category 3**

**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.

#### **Example outcomes or objectives that this role will deliver:**

- 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.

**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.

**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.

**Technical Knowledge and Experience:**

- 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

**Resource management**

- To ensure that `controlled stationery' eg Disabled Parking Badges and scheme membership cards are safely stored and issued in accordance with the requirements of the Council's audit and control procedures, to minimise the risk of loss, theft or misuse.
- To ensure that confidential waste is shredded or disposed in designated "confidential waste "bags as appropriate.

## **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