Role profile

**Children's Transport Co-ordinator**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Education Sufficiency and Access |
| **Reports to** | Projects, Policy and Performance Officer (PPPO) |
| **Job family** | Business Administration  |
| **Grade**  | E |
| **Political restricted?** | N |
| **DBS required?** | Y – basic  |
| **Date**  | September 2025 |
| **JE Code** | JE1654 |

Key deliverables

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| **1** | To support the Projects Policy and Performance Officer in the operational management and administration Children’s Transport, ensuring efficient, safe, and effective services for eligible children and young people, in line with Council objectives, policies, and procedures. To assist with the administration of Children’s Transport operations, including communication with operators, service users, families, Council departments, and external agencies. |
| **2** | To liaise daily with parents, schools, operators, and other stakeholders to resolve enquiries or complaints about Children’s Transport, ensuring safe, efficient, and effective service delivery, and escalating issues to the Projects Policy and Performance Officer when necessary |
| **3** | Responsible for processing transport applications and exceptional appeals in line with local policy and national guidelines. Support the TEA panel by preparing application information and advising the Chair as needed. |
| **4** | To support the review of contracts and transport provision provided to ensure that arrangements remain efficient, cost effective and the most suitable for the needs of the child. |
| **5** | Monitor payments to ensure they align with awarded contracts, including mileage, bus passes, and FLTB. Ensure service purchase orders are raised accurately and on time, reflecting any operational changes. Maintain and update transport and financial systems to ensure accurate, reliable data is available to senior management. |
| **6** | To monitor payments for work undertaken and ensure that they are in accordance with contracts awarded. |
| **7** | Undertake additional duties as required by the Projects Policy and Performance Officer or wider service, including occasional support to other Strategic Leads |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | 5 GCSEs (A-C) Grade or equivalent including Maths and English or equivalent relevant experience |
| **2** | Understanding of passenger transport issues and practices including integration and co-ordination. |
| **3** | Understanding of School Travel Support policies and relevant children's services policies |
| **4** | High levels of literacy with regards to Microsoft Word and Excel Software packages |
| **5** | Ability to plan, prioritise and co-ordinate day to day tasks to meet team objectives |
| **6** | Ability to question, challenge, solve problems and complete tasks |

Job family

**Business Administration (Grade E)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the city council by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders use their extensive knowledge of the policy and procedural frameworks of their specialist area to make day to day decisions and offer authoritative advice to others, often when such decisions and advice is unwelcome. Generally supervising others, they will take responsibility for team outputs, planning accordingly.

**The knowledge and skills required**

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area.

Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

**Thinking, planning and communication**

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other city council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision making and innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the post holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

**Areas of responsibility**

The work carried out by the post holder directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will have supervisory responsibility over colleagues, volunteers or external contractors, and will be accountable for the quality and timeliness of teamwork outputs.

Roles will have direct financial responsibilities, but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

**Impacts and demands**

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will, however, be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.