



# Role Profile

<b>Job Title: Technical Assistant – School Transport</b>				<b>Purpose</b>	
Reference No:	<b>A5577</b>			Assist the Lead Consultant (School Transport) with the development of an efficient and cost-effective school transport network that is customer focussed and applies legislative requirements with the Council’s corporate and service objectives/policies.	
Service:	Roads & Transportation Services				
Job Family:	Transportation/Roads/Waste	Grade:	<b>FC5</b>		

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Assist the Lead Consultant (School Transport) to deliver school transport services for children and young people in Fife. Identify transport solutions and liaise with transport providers to organise new transport or make changes to existing arrangements in response to requests received from Education staff, social workers and other stakeholders.	Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent	✓	
	Experience of working as part of a team (work together).	✓	
	Experience of working to tight deadlines (deliver results).	✓	

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Organise school transport that meets the specific needs of children and young people with Additional Support Needs. Design school contract specifications by taking into consideration a complex set of requirements that affects the type of transport that can be provided.	<p>Knowledge of health and safety policy and procedures.</p> <p>Able to use own initiative (take ownership).</p> <p>Problem solving skills (deliver results).</p>	<p>✓</p> <p>✓</p>	✓
Identify mainstream pupils that require to travel by taxi or minibus and design school contract specifications, taking into consideration factors such as, the suitability of walking routes, stopping places and the geography of the area.	<p>Knowledge of health and safety policy and procedures.</p> <p>Able to use own initiative (take ownership)</p> <p>Problem solving skills (deliver results).</p>	<p>✓</p> <p>✓</p>	✓
Work with Council colleagues in other Services and through regular contact with transport providers to investigate and resolve timing, behaviour, reliability and any other issues affecting the operation of any school transport service.	<p>Experience of working as part of a team (work together).</p> <p>Good communication skills (focus on customers)</p>	<p>✓</p> <p>✓</p>	
Explain Council policy and decisions to parents/carers, members of the public, representatives of parent Councils, transport providers and advise on any alternative options available and the appeal procedure where there is disagreement or challenge. Investigate and respond to internal and external enquiries and complaints and requests for information in connection with all aspects of school transport.	<p>Knowledge of relevant legislation and Council policies.</p> <p>Good communication skills (focus on customers).</p> <p>Experience of dealing with the public (focus on customers).</p>	<p>✓</p> <p>✓</p>	✓

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Use software systems to establish the transport entitlement of mainstream pupils and allocate these pupils to specific school local bus contracts and/or to taxi/minibus provision, as appropriate.	<p>Knowledge of relevant legislation and Council policies.</p> <p>Good organisational skills (deliver results).</p> <p>Good IT skills (embrace technology and information).</p>	<p>✓</p> <p>✓</p>	✓
Assist with the analysis of road closure notices and liaise with internal and external stakeholders in relation to roadworks and unforeseen delays and disruptions that affect the operation of school services.	<p>Knowledge of public transport within Fife.</p> <p>Good organisational skills (deliver results).</p>	✓	✓
Monitor school transport services to ensure that they are operated in accordance with the contract specification, legislation and Council policy and deal directly with transport providers where breaches of contract are identified. Give an opinion on the suitability of specific walk routes to school after assessing the route using criteria set out in Council policy, in consultation with representatives from the Education and Communities Directorates.	<p>Knowledge of relevant legislation and Council policies.</p> <p>Experience of working as part of a team (work together).</p>	✓	✓

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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<b>Job Title (Specialists Tasks)</b>				

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>

