



Job Description

Directorate	People
Service	Planning & Participation; School Transport

Post details	
Job title	SEND Transport Support Officer
Grade	Grade 5
Location of work	1 Time Square
Directly responsible to	Principal Manager Admissions & Commissioning
Directly responsible for	N/A
Hours of duty	37 hours per week
Primary purpose and scope of the job	
<p>To provide administrative and coordination support for SEND home-to-school transport processes. The postholder will gather information, prepare documentation, maintain accurate records, and act as a first point of contact for routine enquiries. Eligibility decision-making, appeals management, and handling of complex cases remain with the Grade 6 Transport Officer.</p>	
Working Relationships	
<p>To work in partnership with:</p> <ul style="list-style-type: none">• Staff across Education Services, including EHC team, Education Psychologists, Sensory Teachers, Commissioning and the Virtual School.• Social Workers, Early Help Officers, Health Services, Youth Service, Police and Youth Offending Services• School staff, including Headteachers and SENCOs.• Specialist Transport Services.• Post 16 Young People, Parents and carers.	

- Other officers within the Council and other Local Authorities.
- Warrington Parent and Carers Forum (WarrPAC)

Key Tasks and Responsibilities

1. The postholder must carry out the duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy, Health and Safety Policy and Social Inclusion Strategy.
2. Process and record transport applications, gathering required documentation.
3. Prepare initial eligibility summaries.
4. Deal professionally with anxious and concerned parents in stressful and emotionally charged situations
5. Maintain shared inboxes and respond to routine enquiries.
6. Work with Council departments, schools, colleges, parents and students providing advice on Warrington Borough Council transport policy and the transport application process
7. Prepare documentation for panel meetings and appeals.
8. Maintain accurate records across systems.
9. Liaise with Specialist Transport Services to discuss arrangements where needed
10. Process payments and maintain PTB records in line with approved allocations, using SAP, Mosaic and other data systems
11. Escalate complex, sensitive, or contentious cases where relevant
12. Carry out all duties with due regard to confidentiality and data protection regulations.
13. Be responsible for the safeguarding and promoting the welfare of children and/or vulnerable adults.
14. Undertake such additional duties as are reasonably commensurate with the level of this post

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	
Role	
Date	March 2026