



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

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| Job Title | SEND Transport Support Officer |
| Grade | Grade 5 |
| Directorate | People |
| Service | Planning & Participation; School Transport Team |

Criteria

| Experience | | |
|---|-----|---|
| 1. Experience of providing effective business support and/or working in a commissioning, procurement or contracts department. | A/I | D |
| 2. Experience of contract administration and/or coordination. | A/I | D |
| 3. Experience of coordinating and managing workflows to ensure the timely placement of children and young people in education settings. | A/I | D |
| 4. Managing sensitive information and confidentiality | A/I | E |
| 5. Confidence using relevant IT (particularly Word, Excel, and email) | A/I | E |
| 6. Experience of collating information, analysing and interpreting data to demonstrate progress against targets | A/I | E |
| 7. Setting up and maintaining systems to capture performance and compliance information on a range of issues | A/I | D |
| 8. Able to prepare documentation to a high standard | A/I | E |

| Skills and Abilities | | |
|---|-----|---|
| 1. Excellent interpersonal skills, and proven experience of dealing effectively, politely and diplomatically with people on phone and face to face | A/I | E |
| 2. Demonstrate capacity to work under pressure, achieve deadlines, and meet set objectives | A/I | E |
| 3. Ability to work as a member of a team | A/I | E |
| 4. Ability to work calmly and effectively when under pressure, working with peers and team managers to establish priorities and problem solve | A/I | E |
| 5. Ability to produce accurate and relevant referral information paying close attention to detail, particularly to understand what information is needed to make a good quality referral to assist in the process of placement identification | A/I | E |
| 6. Excellent IT skills including the ability to use spreadsheets and databases and utilise software packages to produce high quality documentation | A/I | E |
| 7. Experience of using SAP and Mosaic or other data systems | A/I | E |

| Education, Qualifications and Knowledge | | |
|---|-------|---|
| 1. Broad understanding/ knowledge of commissioning and/or children's services. | A/I | E |
| 2. Relevant NVQ level 3 qualification or equivalent. | C | E |
| 3. Excellent IT skills including word processing, Excel and other management information systems. | A/I/C | D |

| Other Requirements | | |
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| 1. Ability to work on own initiative and prioritise workload to meet required deadlines. | A/I | E |
| 2. Flexibility in responding to work demands and the requirements of the team and department | A/I | E |
| 3. Willingness to develop a working knowledge of the team, department and service | A/I | D |

| Commitment To Equal Opportunities |
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| Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service. | A/I | E |
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| Commitment To Service Delivery / Customer Care | | |
| Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery. | A/I | E |

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| Climate and Sustainability | | |
| Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council’s climate and sustainability objectives. | A/I | E |

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| Methods of Assessment Key | | |
| A Application Form | I Interview | C Certificate |
| T Test | P Presentation | AC Assessment Centre |

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| Review Arrangements |
| The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time. |

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|------------------------------|------------|
| Prepared / Revised By | |
| Role | |
| Date | March 2026 |

