



Job description	
Job title	Travel Contract Monitoring Officer
Grade	Pay Band G / SCP 19-22
Directorate	Education Improvement and Inclusion
Section/team	Travel and Travel Support Service
Accountable to	Travel Support Manager
Responsible for	
Date reviewed	September 2024

Purpose of the Job

To provide the data management utilising IT systems and route mapping software, provider customer service answering calls and dealing with queries also offer general administrative functions of the council's Travel and Travel Support Service.

Support and report finding to the Travel and Travel Support Manager and make possible recommendations for improvements to the overall efficiency of service.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To provide general support to the Travel and Travel Support Service and act as first point of contact point for all customers.
2. Maintain detailed, accurate up to date records of all transport services and service utilising the councils IT transport system including routing software.
3. Deal with general enquires and compile complaint information from schools, parents and contractors.
4. When appropriate make enquiries within the council or other agencies.
5. Participate in projects designed to improve the service and identify potential efficiencies.



6. Utilise route mapping software to identify efficiencies and area of performance issues.
7. Engage directly with service users regarding changes in travel support or requests for information.
8. Assist in regularly review progress and eligibility for all service users.
9. Process and manage mainstream travel passes.
10. Review invoice information and supply information regarding the financial status of routes, parental mileage and direct payments and report necessary variances.
11. Create brief weekly overviews of the performance of the transport providers to ensure that they are working to the set out key performance indicators.
12. Assist in the collation of information for Freedom of Information requests, Subject Access Requests and formal complaints.
13. To undertake any other professional duties which fall within the remit of the post as identified by the service manager.
14. Should take reasonable care to ensure that personal sensitive data is managed in accordance with the principles outlined in the corporate Data Protection Policy and procedures.

Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy.
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.



- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.