



Job description	
Job title	Travel Support Officer
Grade	Band G
Directorate	Education Improvement and Inclusion
Section/team	Travel and Travel Support Team
Accountable to	Senior Travel Support Officer
Responsible for	None
Date reviewed	April 2025

Purpose of the Job

To provide travel support/assistance for SEND Home to School, Post 16, Children's Social Care and in future Adult Social Care and also the council's ad-hoc transport contract will also be managed and implemented by this team. To design, deliver and evaluate training interventions to support service users to travel independently.

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 work closely with a wide range of service users, families and carers building trust and establishing relationships.*
- 2. To work closely with the Social Inclusion Service, Schools and Adult Day services to determine service users who would benefit from alternative travel arrangements.*
- 3. To assist in the day to day running of transport services and monitoring providers to ensure that they comply with contractual requirements and implement policies and procedures which safeguard and protect service users.*
- 4. To support the planning, co-ordination and delivery of travel training, to the required standard, to a wide range of service users with a variety of needs, to assist them to travel independently across education, college, employment and leisure activities.*



5. To assist in the design, delivery and evaluation of training programmes, improving outcomes for service users.
6. To ensure individual learner needs are identified and met at all times using a personalised to delivery.
7. To fully complete relevant assessment processes to evidence service user learning.
8. Assess the extent to which service users have moved to making their own travel arrangements to empower them to lead more independent lives.
9. Evaluate the take-up of service users who are making their own travel arrangements.
10. To ensure that Health and Safety legislation is adhered to and to undertake regular risk assessments.
11. Ensure that services users who qualify for travel support are recorded in a timely and accurate manner that clearly identifies the rationale for the level of support they are eligible for and any identified timescales for reviewing this.
12. Regularly review progress and eligibility for all service users.
13. Maintain detailed, accurate up to date records of all transport services and service users in the council's My Route transport system.
14. Support the Travel Contract Monitoring Officer to report the performance of the transport providers to ensure that they are working to the council's key performance indicators.

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.