

JOB DESCRIPTION	
Role	Supported Transport Assistant
Reports to	Public Transport Communities Manager
Direct Reports	None
Directorate	Place & Connectivity
Department	Public Transport
Pay Grade (Pay Award 25/26 Pending)	NJC 6
<p>Job Purpose</p> <p>The Supported Transport Assistant provides administrative and operational support for the English National Concessionary Travel Scheme (ENCTS) and Community Transport initiatives. This includes processing invoices, maintaining scheme records, monitoring payments, and assisting with financial compliance. The role also supports public engagement through direct communication with applicants and stakeholders. As the process for our transport initiatives changes over time (with the move to franchising) the role will evolve to provide other administrative assistant across the public transport team.</p> <p>Key areas of responsibility include:</p> <p>ENCTS administrative support, Community Transport support, Financial and service compliance and Stakeholder engagement.</p>	
<p>Key Responsibilities</p> <p><u>Administrative Support</u></p> <ul style="list-style-type: none"> • Provide administrative support to the Public Transport Communities Manager, Community Transport Officer, and wider public transport teams as required. • Maintain accurate records for ENCTS and Community Transport schemes. • Monitoring invoices, payments, and reimbursement claims for concessionary travel and voluntary transport groups. • Assist with routine financial transactions, ensuring compliance with funding conditions. <p><u>Financial & Compliance Monitoring</u></p> <ul style="list-style-type: none"> • Assist in verifying and recording financial transactions related to ENCTS and Community Transport. • Monitor reimbursement claims for bus operators and community transport providers. • Support compliance monitoring by checking data, identifying discrepancies, and reporting issues to management. <p><u>Stakeholder & Public Engagement</u></p> <ul style="list-style-type: none"> • Respond to public and stakeholder inquiries via telephone, email, and written communication. • Support training and guidance for voluntary groups, library staff, and call centre personnel involved in ENCTS applications. • Attend contract monitoring meetings and community transport group board meetings to support compliance efforts. 	

Community Transport & Safeguarding Support

- Assist with DBS checks for volunteer drivers in community transport schemes.
- Administer the Taxicard voucher scheme, ensuring timely processing and distribution.
- Participate in audits and compliance monitoring for grant-funded transport providers.

PERSON SPECIFICATION

Qualifications & Knowledge

Essential:

- Educated to GCSE Grade 4 / C or equivalent in English and Mathematics.
- Strong IT proficiency, including experience with Microsoft Word and Excel.
- Understanding of confidentiality, data protection legislation, and financial processes.

Desirable:

- Experience working within local authorities or public sector organisations.
- Knowledge of Agresso or other financial systems.
- Familiarity with issues surrounding public and voluntary sector transport.

Experience

Essential:

- Experience in administrative and financial processes, including verifying and recording financial transactions.
- Familiarity with office systems and procedures.
- Ability to work within a team environment and independently to manage workload effectively.

Desirable:

- Experience in community or voluntary sector organisations.
- Background in customer service, public transport, or grant-funded programmes.

Behaviours

Essential:

- Strong communication skills, with the ability to engage effectively with colleagues, external stakeholders, and the public.
- Ability to analyse information, identify discrepancies, and ensure compliance with procedures.
- Well-organised, able to prioritise workload, meet deadlines, and multitask.
- Commitment to continuous service improvement and professional development.

Other Requirements

Essential:

- Commitment to safeguarding and equal opportunities, ensuring voluntary sector organisations understand their responsibilities.
- Ability to work flexibly to meet service demands.
- Proactive and solution-oriented mindset, with a commitment to high-quality service delivery.

