

## **Job Profile Information: Concessionary Passes and Badges Manager**

**This supplementary information for Concessionary Passes and Badges Manager is for guidance for Job Level 5 Zone 1**

### **Camden Way Category 4/5**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### **Role Purpose:**

Camden Accessible Travel Solutions (CATS) is the Council's in-house transport service. CATS sits within Housing Support Services and is part of the Supporting Communities Directorate within Camden Council.

CATS is based within York Way Depot, in King's Cross, London. The service is responsible for a wide range of transport related services including; the provision of accessible buses for children and adults, taxi bookings, fleet maintenance, an MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

The Concessionary Passes and Badges Travel Team uses eligibility criteria to assess residents for a range of statutory and non-statutory travel assistance schemes. The team processes renewals for existing scheme members and oversees a comprehensive appeals process. Examples of the travel schemes managed by the team include Blue Badges, Green Badges, Taxi Cards and Freedom Passes. The Concessionary Passes and Badges Manager is a key member of the service management team within CATS.

- To lead and manage a team of Officers within the Concessionary Passes and Badges Team, instilling a culture of positive customer experience.
- To actively participate in continual service improvement within CATS, as a key member of the Service Management Team.
- To manage operational delivery of concessionary travel schemes; from application to appeals.
- To review the range of travel assistance schemes on offer to residents and to review the criteria for non-statutory schemes.
- To be responsible for monitoring and managing budgets for income and expenditure; challenging and investigating potential fraudulent applications.
- To be responsible for processing payments and managing multi budgets across a range of concessionary travel schemes.

- To utilise a range of software systems, to support the efficient and timely processing of applications.
- To explore creative solutions for the automation of the application and proof checking processes.

**Example outcomes or objectives that this role will deliver:**

- The role will undertake cross-team working to be able to deliver a wide range of personalised travel assistance solutions – working closely with the Travel Options Manager.
- The role will ensure that Officers within the Concessionary Passes and Badges Team are supported, with regular supervision, bespoke training opportunities and proficient in the use of the range IT systems.
- The role will provide expert advice within the area of Concessionary Travel, keeping up-to-date with the latest developments and ways of working within the field of Concessionary Travel.
- The role will represent the Council at external meetings, in relation to concessionary travel.
- The role will deliver improved service outcomes, by evidencing customer feedback and performance data.
- The role will work within the latest policy framework for statutory schemes and will update scheme criteria and guidelines as necessary.
- Experience of responding to MP/Councillor Enquiries, FOIs, Complaints and other written requests, as per the required standards and response times.

**People Management Responsibilities:**

The post holder will provide professional expert, technical and management support to a team of Officers within the Concessionary Passes and Badges Team. Specific people management tasks include the following:

- Supporting staff – regular supervisions, regular team meetings, co-ordinating core training (such as Safeguarding).
- Managing ill health – undertaking Return to Work Interviews, managing ill health as per the Council's policy and procedure.
- Reducing Risk – managing staff inductions, undertaking risk assessments and processing Enhanced DBS checks.
- Managing Attendance – inputting absences onto Oracle, managing annual leave and other leave requests.
- Managing Performance – using performance indicators when setting annual performance expectations.

**Relationships;**

- Working with Customers – providing excellent customer service by the post holder and by Officers within the Concessionary Passes and Badges Team.

- Working with Colleagues – working collaboratively with teams within Adult Social Care, Special Educational Needs, the Design Team and Parking Services.
- Working with External Partners – liaising with other local authorities, TFL, Mayor's Office and key government departments.

### **Work Environment:**

The post holder:

- is based within the transport depot within York Way, King's Cross.
- may be expected to attend meetings with key stakeholders within other premises or other council offices.
- will be expected to work flexibly, as per the Council's agile working policy.

### **Qualifications, Technical Knowledge and Experience:**

#### ***Qualifications:***

- Degree level qualification and/or 5 years' experience within a similar role.

#### ***Technical Knowledge:***

- Knowledge of the key concessionary travel schemes offered by Local Authorities and the associated key legislation.
- Be able to provide an annual report on all types of concessionary travel including costs

#### ***Experience:***

- Experience of managing a busy team within a demanding environment; working to distinct deadlines and timeframes for delivery of work.
- Experience of developing, setting and managing performance; instilling a continual improvement culture.
- Experience of providing a customer-focussed service, working in partnership with internal and external stakeholders.
- Experience of assessing and managing risk and of working within safeguarding policies and procedures.
- Experience of setting and managing budgets; creatively providing travel assistance solutions which offer best value for money.
- Experience of writing policies, procedures or guidelines, to support effective service deliver.
- Experience of using a wide range of IT systems, such as Office 365, bespoke databases and governments IT systems.
- Experience of responding to MP/Councillor Enquiries, FOIs, Complaints and other written requests, as per the required standards and response times.

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

## **Chart Structure**

