

Role Profile

Role:	Senior Business Support Officer (BSL) - DriveSafe
Directorate:	Highways
Salary Band:	Band 6
Post reference:	HW107
Job Evaluation Date:	15/08/2022
Role statement of purpose:	To monitor and analyse DriveSafe client demand, provide support to Deaf trainers and clients, manage DriveSafe course availability, manage Trainer course allocation, and provide a range of administrative support to the DriveSafe Manager and DriveSafe Development Manager.
Reports to:	DriveSafe Development Manager

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Client demand analysis	- Actively monitor and undertake in-depth analysis of client number fluctuations referred by police forces. - Identify trends in client numbers to predict number of online and classroom courses required by each course type. - Consult with DriveSafe Manager on police enforcement campaigns and strategies likely to influence client numbers. - Analyse police offender referrals and summarise data to determine projected future client numbers in planning to meet client demand.
2.	Management of course availability	- Actively monitor and undertake in-depth analysis of client bookings on a daily, weekly and monthly basis for each DriveSafe course type. - Take ownership of planning the creating of courses on the DriveSafe and Police databases to ensure predicted client demand is maintained. - Identify course space availability on a short-term and long-term basis using DriveSafe and Police databases.

		• Recommend and influence Trainer booking patterns to ensure Police and UKROEd contractual obligations and course availability are maintained, thereby increasing efficiency and client throughput. • Proactively plan, create and schedule other non-police DriveSafe courses to meet demand (e.g. taxi/minibus/fleet courses).
3.	Management of Trainer course allocation	• Manage, organise and assign self-employed Trainers to courses using the online booking system to ensure all courses are correctly staffed within strict deadlines. • Allocate Trainers' courses and ensure they are distributed fairly in line with Procurement and Contract for Services requirements. • Ensure Trainer course allocations are assigned to courses by considering course type, Trainer licence type and location. • Continuous review of supply and demand discrepancies (course spaces versus client numbers) and finding solutions within the limited scope of Trainer availability. • Manage Trainer cancellations by maintaining accurate records and report Trainer issues to the DriveSafe Development Manager. • Responsible for arranging cover for Trainer cancellations including urgent short-notice Trainer cancellations or in case of technical issues with live online courses, using discretion to explore re-assignment of complex booking patterns. • Liaise directly with Deaf trainers regarding course allocations / cancellations and attendance at other meetings, as required.
4.	Course venue bookings	• Manage and book course venue conference facilities for the appropriate course types liaising with venue staff to accommodate fluctuations in course numbers. • Consult with Finance colleagues to ensure invoices are correctly receipted on a monthly basis to meet strict deadlines.
5.	Administrative support	• Raise purchase orders using internal finance system for goods and services required for course provision including venues, Trainers, course resources, interpreters and other suppliers. • Receipt purchase orders using internal finance

		system as approved by DriveSafe Manager. • Accurately verify Trainer payments to ensure Trainers are paid promptly. • Analyse, monitor and produce client completion statistics.. • Ensure compliance with the provisions of the Data Protection Act and General Data Protection Regulations with respect to the handling of police and personal data held for course purposes. • Recommend areas for improvement on current DriveSafe processes and implement any new processes to enhance the client or stakeholder experience and improve efficiency. • Identify and communicate with organisations to influence and encourage decision makers to engage with DriveSafe fleet training services. • Provide general administrative support to DriveSafe Development Manager when new business opportunities arise. • Distribute Trainer resources as and when required. • Undertake Trainer document checks and maintain database. • Co-ordinate Trainer assessment schedules, reports and feedback for DriveSafe Monitors.
6.	Provide an outstanding level of customer service	• Liaise with Deaf clients using British Sign Language to explain, in simple terms, the requirements of NDORS courses. • Manage the booking of applicable NDORS courses on behalf of Deaf clients, with the appropriate adjustments in place to cater for the clients' individual needs. • Ensure that the impact on the client or stakeholder is considered as the priority in all decision making. • Adopt a positive, courteous and customer focused attitude in all interaction with clients and stakeholders, ensuring that as a representative of TfGM you present a positive impression. • Provide detailed technical advice (e.g. minibus and driver licencing specifications) to ensure compliance with complex road traffic law legal requirements. • Take personal responsibility for resolving client and stakeholder issues where possible, or for passing to the appropriate colleague when necessary. • Demonstrate customer friendly, appropriate

		communication styles over email, audio OR video calls, letter and all other contact channels, considering both content and tone of all communication. • Demonstrate an understanding of clients and stakeholder requirements and priorities, and handle queries in accordance with these. • Adapt communication style in order to assist clients and stakeholders in line with their needs. • Challenge practices, processes or behaviours which are not customer focussed and continuously consider opportunities for improvements which will positively impact client and stakeholders experience.
7.	Support Business Support Team during busy periods	• Support DriveSafe Team Leader and Business Support Officers by handling client enquiries via audio OR video call, email, letter and any other contact channels. • Process course payments received by post, audio OR video calls and by electronic means and to process these payments securely and accurately using the DriveSafe database, ensuring clients pay the agreed course fees within set timescales by pursuing overdue payments when required. • Answer all incoming queries, course re-arrange requests, concerns and problems received via audio OR video call or in writing, including but not limited to clients, Police, Trainers, venues, suppliers and other stakeholder enquiries. • Assist trainers with technical support. • Provide advice and technical support for Deaf trainers / clients during courses. • Assist DriveSafe Team Leader with staff training on all DriveSafe processes, procedures and Service Level Agreements.
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	• Data Protection Act • General Data Protection Regulations • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements;

		• Risk management • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values • Act in accordance with TfGM behaviors and competencies • UKROEd policies, procedures and guidance
C2	Any other reasonable duties as required.	• Deputise for Team Leader in their absence.

Key Interdependencies

Key Contacts	• DriveSafe Manager • DriveSafe Development Manager • DriveSafe Team Leader • Safer Roads GM Partnership • Police Forces • UKROEd • DriveSafe Trainers • DriveSafe Clients • National Association of Driver Intervention Providers • IS Officers • Human Resources Business Partner				
Direct reports	N/A				
Budgetary responsibility	N/A				
Location	Hybrid Working: Manchester City Centre and working from home.				
Office Use Only	Updated	Updated	Updated	Updated	Updated
Created					
By: Lee Davies July 2022	07/11/23 OM				

Person Specification

Senior Business Support Officer <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Experience and capability to analyse problems and provide innovative solutions.
E2	Experienced user of Microsoft Office including Excel spreadsheets to an advanced level.
E3	Experience of communicating with clients or stakeholders with the ability to relay information clearly and concisely, delivering excellent customer service in all interactions using various channels.
E4	The ability to make quick and effective decisions, make recommendations and influence stakeholders.
E5	Experience of handling difficult customer or stakeholder interactions and reaching a positive conclusion including conversations that may be complex or distressing in nature.
E6	Excellent written skills with the ability to compose reports, letters, emails and other correspondence using customer focussed language and tone.
E7	Experience of working within an organisations policies and procedures.
E8	Strong keying skills, experience of applying attention to detail, and the ability to input information accurately into database systems.
D	Desirable experience:
D1	Knowledge of the Data Protection Act and General Data Protection Regulations (GDPR).
D2	The ability to follow methods of procedures in verbal OR visual communication, written and online form.
D3	The ability to work to and constantly achieve deadlines, whilst producing accurate results.
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to A-level (or equivalent).
EQ2	Proficient in British Sign Language to equivalent of level 3 or above.
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	A customer service qualification such as NVQ.
EA	Essential Attributes:
EA1	Able to demonstrate a passion for customer service with the ability to see things from the customer point of view and with patience and empathy.
EA2	Take personal responsibility for resolving issues and actions arising by suggesting solutions, or for passing to appropriate person.
EA3	Ability to work effectively as part of a team, contributing to team objectives and supporting colleagues to deliver an effective service.
EA4	Ability to engage with multiple stakeholders throughout the full range of hierarchy.
EA5	Proactive and solutions focused, highlights issues and suggests solutions.
EA6	Self-motivation and personal drive to complete tasks to required timescales and quality standards.
EA7	The flexibility to adapt to changing workload demands and new organisational challenges, and to keep abreast of latest developments within the service.
EA8	Personal commitment to continuous self-development.