

# Job Description

**Role Profile** Passenger Assistant.

**Service/Team** Operations / Environment / Passenger Transport

**Reports to** Education Passenger Transport Manager (job title subject to change)

**Responsible for** No supervisory responsibility

**Number of posts** Circa 190

**Post number** TBC

**Career Grade** TBC

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by supporting vulnerable young people with SEND on their journeys to and from school. There is a requirement to use any special seating or equipment as required and managing their behaviour to ensure their safety and wellbeing.**

## Job Overview

Escorting children safely to and from school on the vehicle provided, making use of any special seating or safety equipment provided. In particular ensuring that seating and seat belt regulations are followed.

To be responsible for the care and conduct of children, preventing any action which might distract the driver or be dangerous to other passengers or the public.

To deliver a high quality, efficient passenger transport service, for passengers with regard for their comfort, safety and wellbeing.

## Key Responsibilities

To show empathy when transporting passengers with a range of special needs. To treat passengers as individuals, helping where necessary and gently encouraging them to attend school when required.

To maintain a professional relationship and co-operate with drivers, school staff, the parent/guardian of the children that you are assisting and the Passenger Transport Unit.

To report to management any matters concerning the care and welfare of the children, with particular regard to persistent unruly behaviour, incidents and accidents and to participate in finding solutions.

To provide support to child passengers; for example, to assist with getting on and off the vehicle and ensuring that children are properly handed into care at the school and at the pick-up / drop off point.

Reporting any problems connected passengers or with the operation of the vehicle (e.g., timekeeping, cleanliness etc.). Complete written reports as required.

Deliver excellent customer care to passengers and their families, internal and external organisations and members of the public, to promote a positive reputation for BCP Council.

To be flexible about working hours and be aware that on occasions additional hours will be required without notice because of operational circumstances.

Passenger Assistants may be required to attend training sessions and meetings outside of normal working hours this may include evenings, weekends, and school holidays.

To participate in risk assessments and to provide information to the Passenger Transport office about passenger's attendance, address, mobility, behaviour, and operational practices so that Passenger Schedules remain up to date and accurate.

To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and General Data Protection Regulations.

### **Specific Qualifications and Experience**

Over 18 years of age, with a detailed understanding of the role of a Passenger Assistant

An understanding of the likely needs and characteristics of children during their journeys to and from school ideally, supported by proven experience of working in a customer facing role within a social care or educational environment.

### **Personal Qualities & Attributes**

Patient, caring and empathetic with an understanding of SEND.

Physically capable of assisting service users with limited mobility in line with moving and handling procedures

Warm, friendly and cheerful personality. Excellent communication skills, taking care to listen and communicate effectively to passengers who may struggle to communicate verbally.

Positive and self-confident with the ability to work well as a lone worker or part of a small team under pressure.

The ability to respect the views of others and work as part of a team.

Awareness and understanding of confidentiality issues applied to the workplace.

Dedicated and reliable and punctual.

### **Job Requirements**

Enhanced Disclosure & Barring Service check.

Live within an acceptable travelling distance of BCP

Flexible approach to working hours and the need to work overtime/toil at short notice

Term time working. Requests for time off during school term time will not normally be granted.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.