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| **Department** | **PLACE** |
| **Job Title** | **DRIVER/ ATTENDANT** |
| **Grade** | **Grade 3** |
| **Primary Purpose of the Job** | To assist the Supervisor to ensure the department carries out its duties efficiently and effectively |
| **Responsible to** | Supervisor/ Senior Administrator as required |
| **Principal Responsibilities** | Transportation of Service Users including delivery of equipment and community meals where required |
| **Main Duties** |
| 1. | To drive passenger carrying vehicles safely |
| 2. | To assist in the provision of a safe transportation service for passengers with special needs and as appropriate, deal effectively with difficult passengers |
| 3. | To contribute to effective working relationships with colleagues |
| 4. | To prepare for Passenger Carrying Journeys  |
| 5. | To contribute to the Operation of the Service in line with approved procedures  |
| 6. | To sort out Emergencies and Incidents during a Journey |
| 7. | To contribute to Health & Safety in your work environment. |
| 8. | To contribute to the assessment of and act upon risk of danger, harm and abuse and complete predefined risk assessments |
| 9. | To receive, handle and deliver community meals  |
| 10. | To operate passenger systems and services and transport parcels and luggage |
| 11. | To record, store and supply information via a combination of IT and manual systems. eg recording passenger information using record books or screens installed on vehicles if used  |
| 12. | Any other duties as assigned by the Senior Driver/ Administrator in accordance with the nature and grade of the post |
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|  | **Customer Care -** To continually review, develop and improve systems, processes and services in support of the council’s pursuit of excellence in service delivery. To recognise the value of its people as a resource |
|  | **Promoting equality and diversity -** To accept everyone has a right to his or her distinct identity. To treat everyone with dignity and respect and to ensure that what our customers tell us is valued by reporting it back into the organisation. To promote and participate in the council’s work to eliminate discrimination; advance equality of opportunity; and foster good relations between our diverse communities. |
|  | **Developing Self and Others** - To use processes and put processes in place to generate a learning environment. To focus on the strengths and requirements of all individuals and enable them to further their skills and knowledge. To actively pursue your own development. To be self-aware and role model continuous self-development. |
|  | **Responding to Civil Contingencies -** Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you could be required to assist, or assist others, in the continued maintenance or delivery of key Council services and of support to the community. This could require working outside of routine working hours and could entail working from places other than your normal place of work.N.B. Emergencies requiring activation of the Bolton Council Emergency Management Plan only occur very infrequently. If you are asked to respond to an emergency, your personal circumstances at the time will be taken into account. |

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| **Date Job Description prepared/updated** | Updated February 2012 |
| **Job Description prepared by** | David Mulvaney Vulnerable Persons Transport Manager  |



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| **Department** | **ENVIRONMENTAL SERVICES** |
| **Job Title** | **DRIVER/ ATTENDANT** |

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| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |

| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
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|  | **Skills and Knowledge** |
| 1. | To be able to prepare and drive vehicles, pick up and set down passengers | Application / Interview |
| 2. | To be able to confirm the roadworthiness and cleanliness of vehicles | Interview |
| 3. | To be able to prepare for journeys with passengers who have special needs and if necessary, be able to take the appropriate action when dealing with difficult passengers | Interview |
| 4. | To be able to help and assist passengers from/ to their homes and on/ off Departmental vehicles in a safe and appropriate manner. | Application / Interview |
| 5. | To be able to contribute to effective working relationships and share work activities with your colleagues | Interview |
| 6. | To be able to contribute to the operation of the Transport Service in line with approved procedures | Interview |
| 7. | To be able to assess situations and take appropriate action to deal with emergencies and incidents | Application / Interview |

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| 8. | To be able to identify possible risks to Health & Safety in your work area | Interview |
| 9. | To be able to confirm and operate passenger schedules and transport parcels and luggage as appropriate | Application / Interview |
| 10. | To be able to receive, handle and deliver community meals to service users | Application / Interview |
| 11. | To be able to record, store and supply information, ensuring relevant documentation is completed within appropriate timescales. This includes numeracy, written communication skills and the need to input information to IT systems where necessary |  Application / Interview |
|  | **Organisational Competencies** |  |
| 1 | **Developing Self and Others** - Coach and mentor others. Be willing to share learning and encourage others to do the same. Listen to others and respond to their needs. Apply a range of development activities to develop and train staff. Endorse the principles of Investor in People. Strives for improvement and take responsibility for own development. Be self-confident and lead by example | Interview |
| 2. | **Promoting equality and diversity –** Understand how knowledge of our diverse communities can help us to deliver effective services and reduce disadvantage in the borough. Listen to contributions made to service development without prejudice. Challenge behaviours and processes which do not support the council’s work to eliminate discrimination; advance equality of opportunity; and foster good relations, while being prepared to accept feedback about own behaviour. | Application Form/Interview |
| 3. | **Customer Care -** Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users | Interview |
|  **Experience/Qualifications/Training etc** |
| 1. | Must have a current full Driving Licence with category D1 or PCV licence and a minimum of three years driving experience. No major endorsements are acceptable. | Application / Interview |
| 2. | A driving assessment will be required to be undertaken and must be passed. | Application / Interview |
| 3. | Willingness to train to achieve appropriate qualifications such as MIDAS (Minibus Driver Awareness Scheme), First Aid, Passenger Handling  | Application / Interview |
|  **Work Related Circumstances** |
| 1. | A policy of no smoking will apply. | Interview |
| 2. | Ability to cope with the physical demands of the post as some lifting is required. | Interview |
| 3. | The nature and demands of the post holder’s time are not always predictable and there will be an expectation that work will be required outside normal hours from time to time | Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **1. Skills and Knowledge** |
|   |  Ability to drive specialist vehicles normally associated with the conveyance of people with a disability. |  Application/ Driving Assessment |
|  | Experience in the use and operation of specialist equipment used in disability transport issues, i.e. passenger lift, passenger seat belt systems and wheelchair fastening systems. | Application / Interview |
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| **2. Experience/Qualifications/Training etc** |
|   |  PSV Licence MIDAS Certificate. |  Interview |
|  | Knowledge of disabled persons requirements | Application / Interview |

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| Note to Applicants**: Please try to show in your application form, how best you meet these requirements** |

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| **Date Person Specification prepared:** | Updated February 2012 |
| **Person Specification prepared by:** | David Mulvaney Vulnerable Persons Transport Manager  |