

Job specification



Job title: School Crossing Patrol
Service: MetroFresh, Transport & Road Safety
Grade: G3
Reporting to: Area Supervisor

Your job

The School Crossing Patrol Service (SCPS) is provided for all pedestrians in the borough during specific time bands and school term times. The service is provided under the guidance of the National School Crossing Patrol Service Guidelines issued by Local Authorities Road Safety Officers Association.

The role of school crossing patrol is of the utmost importance – that of seeing children safely across the road on their way to and from school as well as to enable the safe passage of all pedestrians at designated places and times. As well as providing emergency school crossing patrol cover at any other crossing point within the Wigan Council area as required by the needs of the service.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Enable the safe passage of children and other pedestrians across the road at designated time and place by the correct use of uniform and stop sign. The discharge of these duties must not be to the detriment of other road users.
- Ensure that your school crossing point is conducted with the standards contained in the School Crossing Patrol Handbook.
- Participate in Individual 'My Time' conversations.
- Understand and adhere to the standards laid out in the council's Customer Care Policy.
- Be polite to colleagues and members of the public in line with customer care principles.
- From time to time engage in the training of new and existing school crossing patrols to give them experience in the operation of your crossing, in liaison with the Patrol Group Supervisor.
- Ensure your personal punctuality both when starting and finishing the crossing point.
- Attend termly SCP engagement meetings and team meetings as required.

On an ongoing basis you will:

- Move to a higher priority crossing point as directed by a member of the Operations Management team, to cover staff illness or absenteeism, and ensure the most dangerous roads are controlled.
- Report any changes within the area of the crossing or other situations from which danger could arise, to prevent accidents.
- Support your Area Supervisor in reviewing current practices and implementing new procedures, as necessary.
- Maintain issued uniform and stop sign in a manner which it can be lawfully used at a school crossing point when stopping traffic for the safety of yourself and other members of the public.
- Ensure confidentiality is always maintained.

- Ensure the Council's vision and values are upheld, and policies and procedures adhered to.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements: -

- Flexible and positive attitude to cover high priority crossing points when directed by the operational management team.
- Experience of working with and/ or dealing with children of all ages
- Good interpersonal skills and have a confident approach
- Understanding of road use and traffic awareness
- Awareness of Health and Safety matters
- A willingness to undertake further relevant training as required
- Ability to work with minimal supervision
- Good communication skills
- Ability to relate to children
- An awareness of local schools and communities
- Ability to wear full school crossing patrol uniform
- Be able to carry out the physical aspects of this role
- Competent in all types of weather conditions

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough