**Bolton Metropolitan Borough Council**



**JOB DESCRIPTION**

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| **Department** | ENVIRONMENTAL SERVICES |
| **Job Title** | **PASSENGER ASSISTANT** |
| **Grade** | Grade 3 |
| **Primary Purpose of the Job** | To provide care and assistance to passengers whilst travelling in the care of Bolton Council |
| **Responsible to** | Senior Driver or Administrator/ Senior Administrator as required |
| **Responsible for** | The wellbeing of passengers while travelling in the care of Bolton Council |
| **Principal responsibilities**  **Main Duties** | Accompaniment of Service Users |

1. To assist in the provision of a safe transportation service for passengers with special needs and as appropriate, deal effectively with difficult passengers
2. To contribute to effective working relationships with colleagues
3. To operate passenger systems and services and transport parcels and luggage
4. To contribute to the Operation of the Service in line with approved procedures
5. To sort out Emergencies and Incidents during a Journey
6. To contribute to Health & Safety in your work environment.

### To contribute to the assessment of and act upon risk of danger, harm and abuse and complete predefined risk assessments

1. 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
2. Any other duties as assigned by the Senior Driver/ Administrator in accordance with the nature and grade of the post
3. **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
4. **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
5. **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.
6. **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** | Feb 2012 |
| **Job Description prepared by** | David Mulvaney/ Andy Stobbie  Transport Services |
| **Index** | [E-SS] |
| **STAFF** |  |

**Bolton Metropolitan Borough Council**



**PERSON SPECIFICATION**

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| **Department** | ENVIRONMENTAL SERVICES |
| **Job Title** | **PASSENGER ASSISTANT- BUSES** |

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| **STAGE ONE** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |

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| **MINIMUM ESSENTIAL REQUIREMENTS** | | **METHOD OF ASSESSMENT** |
| **Skills and Knowledge** | | |
| 1. | 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 |
| 2. | 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 |
| 3. | To be able to interact with a wide range of audiences | Application/Interview |
| 4. | To be able to contribute to effective working relationships and share work activities with your colleagues | Interview |
| 5. | To be able to contribute to the operation of the Transport Service in line with approved procedures | Interview |
| 6. | To be able to assess situations and take appropriate action to deal with emergencies and incidents | Application / Interview |
| 7. | To be able to identify possible risks to Health & Safety in your work area | Interview |
| 8. | 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 |

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| MINIMUM ESSENTIAL REQUIREMENTS | | **METHOD OF ASSESSMENT** |
|  | **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 |
|  | **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. | Interview |
|  | **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 | Application/Interview |
|  | **Confidentiality**  To acknowledge the need to maintain confidentiality at all times and to become aware of the National, Corporate and Departmental policies on Confidentiality, and the management and sharing of information. | Interview |
|  | **Energy Efficiency**  To be aware of the energy efficiency issues in own area of work and throughout the organisation | Interview |

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| MINIMUM ESSENTIAL REQUIREMENTS | | **METHOD OF ASSESSMENT** |
|  | **Knowledge/Experience/Qualifications/Training etc**  Willingness to train to achieve appropriate qualifications such as PATS (Passenger Awareness Scheme), First Aid, Passenger Handling | Application / Interview |
|  | **Work Related Circumstances**  A policy of no smoking will apply.  Ability to cope with the physical demands of the post as some lifting is required.  The nature and demands of the postholder’s time are not always predictable and there will be an expectation that work will be required outside normal hours from time to time  Willingness to travel to a designated pick up point | Interview  Interview  Interview  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 |

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| **ADDITIONAL REQUIREMENTS** | | **METHOD OF ASSESSMENT** | |
| **1. Skills and Knowledge** | | | |
|  | 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 |
| **2. Experience/Qualifications/Training etc** | | | |
|  | 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** | Feb 2012 |
| **Person Specification prepared by** | David Mulvaney/ Andy Stobbie  Transport Services |
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