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| **Department** | **PLACE** |
| **Job Title** | **PASSENGER ASSISTANT** |
| **Grade** | **Grade C** |
| **Primary Purpose of Job** | To provide care and assistance to passengers whilst travelling in the care of Bolton Council |
| **Reporting To** | Supervisor/ Senior Administrator as required |
| **Staffing** **Responsibilities** | The wellbeing of passengers while travelling in the care of Bolton Council |

**Main Duties**

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| 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 |
| 7. | To contribute to the assessment of and act upon risk of danger, harm and abuse and complete predefined risk assessments |
| 8. | 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 |
| 9. | Any other duties as assigned by the Senior Driver/ Administrator in accordance with the nature and grade of the post |

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| **Date Job Description prepared/updated** | April 2019 |
| **Job Description prepared by** | Transport Manager  |



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| **Department** | **PLACE** |
| **Job Title** | **casual PASSENGER assistant** |
| **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** |
| **1.** | **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 | 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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| 9. | 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 |
| 10. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Willingness to train to achieve appropriate qualifications such as PATS (Passenger Awareness Scheme), First Aid, Passenger Handling | Application / Interview |
| **3. 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 | Application / Interview |
| 4. Willingness to travel to a designated pick up point | Application Form/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 |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | 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** |
| 1. | Knowledge of disabled persons requirements | Application / Interview |

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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**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 may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.