

Job specification



Job title: Home to School (HtS) Passenger Assistant (PA)
Service: Local Kitchen, Transport and Road Safety (LTRS)
Grade: G4
Reporting to: LTRS Operational Area Supervisor

Your job

HtS PAs escort children and young people, with special educational needs, learning disabilities and physical disabilities, to schools both inside and outside the borough each day utilising a split shift. These journeys take place in taxis which are commissioned by the councils Integrated transport unit (ITU). You could be working on a one-to-one basis with a child/young person or working with several children/young people who are transported to school on minibuses/coaches. You will be responsible for the safety, well-being, and comfort of the children/young people during transit. You will be subject to an enhanced disclosure check. Your HtS route will be a minimum of 15 hours per week.

Mandatory statement

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:

- Complete Passenger Assistant Training Scheme (PATs)

On an ongoing basis you will:

- Assist passengers on and off the vehicle at the start and end of their journey, as required.
- Ensure that all passengers are safely received into the educational establishment they are attending and safely arrive at their home destination at the end of the day.
- Work with and engage with the passengers with a range of disabilities and complex needs.
- Deal with challenging behaviours and promote a calm and relaxed environment for all passengers.
- Update management with successful intervention techniques which can be captured electronically and used as best practice throughout the PA cohort.
- Complete detailed, accurate and timely incident reports as required.
- Ensure the safety, comfort and well-being of passengers for the duration of their journey.
- Build effective relationships with passengers and their families, carers and schools to ensure an outstanding, reliable service.
- Attend all staff engagement, My Time and training sessions.
- 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: -

- Maintain flexible and positive attitude to short notice route alterations which support wider service outputs.
- Understand the LTRS management chain and ensure communication is timely, precise and effective with all stakeholders.
- Physically able to carry out the tasks associated with the role for example frequent bending, stretching and lifting.
- Knowledge and understanding of safeguarding procedures for vulnerable Children.
- Ability to recognise the importance of ensuring a secure and safe environment for all users of the service.
- Ability to establish constructive relationships with service users, carers, families, schools and contractors.
- Excellent communication and interpersonal skills.
- Ability to use initiative to respond to and resolve problems as required.
- Ability to work independently and as part of a team with your driver.
- Constructive approach to continual training which increases your skill and expertise as a PA.

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 **Team 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

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.