

Passenger Assistant

Service People Services	Reporting to Pete Hardman	Location Various	Grade 1C
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About the role

- Working on the home to school transport taking students to/from school/college
- Responsibility for the supervision of students travelling on the vehicles
- Help students to and from the vehicle
- Ensure passengers are safely seated and wearing appropriate restraints
- Deal with emergencies
- Supervise passengers whilst in transit
- Talk to carers, families and school staff
- Liaise with the transport office as needed
- Compile reports and complete paperwork
- Report any issues to the transport office
- Participate in any training necessary for the role
- Undertake such additional duties as are reasonably commensurate with the level of the post.
- Carry out all duties with full regard to the Salford City Council's Equal Opportunities, Health and Safety and Equality policies.

Key outcomes

- Play a key role in building and maintaining relationships with students, families and schools
- Ensure the safe transit of all service users on the Home to School Passenger Transport
- Respond appropriately to any situations that may arise whilst in transit and report to the appropriate authority as required
- Demonstrate flexibility regarding role to accommodate route changes across the operation as deemed necessary by the transport office
- Personally embrace the Council's values of Pride, Passion, People and Personal Responsibility and embody these values in everything you do.

What we need from you

- The ability to work well with others
- Patience and the ability to remain calm in stressful situations
- The ability to accept advice and work well under pressure
- To be thorough and pay attention to detail
- Sensitivity and understanding
- Customer service skills
- A desire to help people
- Excellent verbal communication skills
- To be able to carry out basic administrative tasks
- Professional credibility through proven relevant experience
- To model and demonstrate our values and behaviours

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

Tailored Development

Full training will be given to complete this role.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our vision and priorities

Our vision

The council has a vision is to create '**A fairer, greener and healthier Salford**'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

The Great Eight are:

Tackling poverty and inequality.



1

Creating vibrant places and spaces.



2

Tackling the climate emergency.



3

Skills and education (A Learning City).



4

Affordable housing and reducing homelessness.



5

Promoting transport and digital connectivity.



6

Creating an economy for all.



7

Tackling health inequalities and providing the best possible care.



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Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by: Peter Hardman

Date: 16.02.2023

Job code: BSC00018

Job score: 302

Date of evaluation: