

Passenger Assistant – Home to School Transport

Service:	People Services	Grade:	1C	Salary:	£11.53 per hour
Reporting to:	Pete Hardman	Location:	Various	Hours:	Casual

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.

Our priorities

Creating a better and fairer Salford with the Great Eight

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We all have a vital role to play in providing a range of services across Salford. We want to make a real difference to the lives of Salford people. Our vision is to create a better and fairer Salford and provide the best possible quality of life for the people of the city.

yourzone.salford.gov.uk/thegreateight



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

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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 'Key outcomes', 'What we need from you' and 'our leadership behaviours' sections of the Role Profile are there to give you an understanding of what we would like to see reflected in your application. Don't give up if you are not able to reflect all of these in your application.

The post is subject to an enhanced background DBS check.

[Click here to enter text.](#)

Spirit
of Salford

Our values

Salford City Council

Our values

Pride
I'm proud of and committed to our city, its people, our work, and I demonstrate the 'Spirit of Salford' in everything I do.

Passion
I am optimistic and ambitious for the city and its people, being creative and positive about change and making the most of opportunities.

People
I respect and care for others, treating everyone fairly, listening and acting on the things people say.

Personal responsibility
I am honest, taking responsibility and ownership for my actions and decisions and using resources that I am trusted with wisely.

intranet.salford.gov.uk/ourvalues

Spirit of Salford