Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Passenger Assistant	JEID	G0004
Salary Grade:	Scale G		
Team:	Transport Operations - Specialist Transport		
Service Area:	Communities		
Primary Location:	Warwick / Rugby / Nuneaton		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager		
Responsible for:	None		

Role Purpose

- To safely transport adults and children to day-care centres and schools in Warwickshire.
- To work in any part of the county as required

Role Responsibilities

1. Ensure the safety and comfort of passengers during the journey, and that those travelling are entitled to do so.

2. To ensure that the vehicles are cleaned and maintained to comply with the County Council's operating licence.

3. Maintain accurate and clear records relating to the passenger journeys.

4. Undertake all of the above in accordance with statutory and Directorate Policies and Procedures.

5. To ensure that health and safety responsibilities are carried out in accordance with the Health and Safety Policy and Procedures.

Warwickshire County Council

6. Any other duties that the County Council shall from time to time determine.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
1 Ability to deal with behavioural issues on our transport including liaising with parents, carers and schools to find solutions	A, I
2 Ability to communicate effectively with consumers, carers and other profesionals	A, I
3 Flexible in terms of hours worked, duties performed and work location	A, I
4 To respect and maintain confidentiality of information	A, I
5 Ability to write coherent and accurate reports regarding issues on our transport	A, I, T
6 Ability to relay and present issues/solutions to colleagues	A, I
7 Ability to ensure that all mandatory training is up to date.	A, I
8 Be physically able contend with repetitive bending and kneeling	A, I
9 Satisfactory completion of an enhanced check through the Disclosure and Barring Service (This will be taken up if offered the post)	D
10 Ability to work within a team and on your own initiative	A, I

Desirable Criteria

	Assessed By:
11 Experience of working in a multi cultural areas	A, I
12 Ability to maintain accurate and clear administrative records	A, I
13 Experience of working with young/elderly people and people with disabilities	A, I
14 Hold a current First Aid Certificate	A, I, D
15 Experience of providing good customer care	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☒ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☒ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☒ Manual cleaning/ domestic duties
☒ Working on/ or near a road	☒ Regular work outdoors
☐ Significant use of computers (display screen equipment)	☒ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☒ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☒ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☐ Other (please specify):	