

Welcome to My Day in the Life of a Passenger Assistant (P.A.)

My name is Derek and I am in my 6th year of employment with Swindon Borough Council in the role of Passenger Assistant.

The P.A. team is Part of Children's Services Transport a section of Children's Services, Special Educational Needs and/or Disabilities (**SEND**)

What attracted me to join the role?

I retired from full-time employment (non- related to Children's Services) and took a voluntary position for 2 years with a primary school listening to 6-year-old Children and Young People (CYP) read on a one to one basis 2 hours each week.

I enjoyed working with the children, appreciating their personalities and observing their progress, so when I learned of vacancies for P.A.'s within Swindon Borough Council, I applied for the role as I believed the experience gained with the primary school children would be a good starting point to develop in the role of casual P.A.

I realised there would be many additional skills to learn through in- house training courses and undertaking the duties expected of the role.

What is expected in the role?

Ideally a New Starter to the role will have some experience in the minimum requirements.

A New Starter will have the opportunity, as soon as possible, to Job-Shadow a P.A., usually on a minibus. The Job-Shadowing is a quick guide to many of the requirements detailed in the P.A. Handbook which is the definitive document to be followed.

What has made me stay in the role?

In my first year as a casual P.A. I was offered work most school term days, to cover for absenteeism and due to an increased demand for transportation of CYP.

From this I gained a wide range of experience meeting people between the ages of 5 to 50 plus and understanding their individual needs. The opportunity to enhance my development in this way encouraged me to stay in the role and utilise my developing skills.

What do I get out of the role?

I have enthusiasm and a passion to give the CYP a safe and pleasant journey to and from school each day.

I get a satisfaction knowing that my working relationship which I have developed with those that I work with (including parent(s)/guardian and CYP) inspires confidence and trust in my ability to give the CYP a safe and pleasant journey to school

This concludes My Day in the Life of a Passenger Assistant.

I hope that I have been able to convey the experience needed to meet the requirements of the role, the challenges that arise and the passion, satisfaction and enjoyment that can be achieved.

Derek Boxall
Passenger Assistant