



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Passenger Assistant / Casual Passenger Assistant	Level: Grade K	Job Code: TA00015
Directorate: Community & Housing	Job Family: Special Needs and Social Care Transport / Passenger Transport Team	Date Prepared: September 2024
Role reports to: SEND Travel Team Leader		
Job Purpose: To be responsible for the direct supervision of passengers travelling on Special Needs home to school transport. Passengers may have learning difficulties, physical disabilities and/or challenging behaviour.		
Key Accountabilities: <ol style="list-style-type: none">1. Ensure the safety, well-being and appropriate supervision of passengers whilst travelling.2. Ensure that any special seating/wheelchair restraint equipment is correctly fitted and used where appropriate.3. Provide support to enable passengers with mobility difficulties to board and alight vehicles. This can include wheelchair users using vehicle-mounted passenger lifts.4. Liase with parents/carers, schools/day centres and Passenger Transport Team (PTT) regarding any issues during transportation, i.e. factors affecting a passenger's health and well-being and reporting of incidents, vehicle breakdowns, time-keeping and behavioural problems.5. Undertake training as appropriate under the Passenger Assistant Training Scheme, attend team meeting and appraisals.6. Comply with online risk assessments/guidance notes issued by PTT. Complete incident forms.7. To be contactable outside contracted hours (ie route journey times).		

8. To be available for alternative duties should the regular run not be required on any particular day.

9. Casual Passenger Assistants – to cover Passenger Assistant absences as required.

Supplementary Accountabilities:

N/A

Known Future changes to the Job:

Possible expansion into more adult transport services.

Job Scope: No & type of jobs Managed:

None.

Typical tasks supervised /allocated to others:

None.

Job Scope:

Budget: N/A

Assets: N/A

Knowledge & Experience:

A knowledge, appreciation or experience of working with people with special needs. Evidence of training in working with and the handling of people with special needs. For example a Passenger Assistant Training Scheme.

Some postholders may be required to understand and use sign language from time to time dependent upon client needs.

This post will be subject to clearance by the Disclosure & Barring Service (DBS)

Decision Making:

Day-to-day operational decisions, i.e. dealing with, safely managing and reporting of problems encountered whilst travelling to and from school

Contacts and Relationships:

People communicated with:-

Passengers, parents/carers, staff at schools/ day centres, drivers and PTS.

Creativity & Innovation: Ensure

passenger needs are being met.

Ensuring the safety and comfort of passengers whilst travelling.

Job Specific Competencies:

Knowledge, appreciation or experience of special needs.

Able to work unsupervised.

Available to work during school term-times.

Access to a telephone for contact outside contracted hours (ie route journey times).

Physical flexibility to assist passengers with mobility difficulties/wheelchair users.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Health and Safety

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your

manager of any hazardous situations or risks of which you are aware. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

Data Protection:

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

This post is subject to an enhanced DBS disclosure which will be carried out if your application is successful.

Employee Signature:	Line Manager Signature:
Print Name: Date:	Print Name: Date: