

ROLE PROFILE

Job family	Operations	Role profile number	OP03-0353	Grade C
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Job purpose: Carry out a range of operational tasks and activities, using a variety of tools and equipment.

Grade C posts require the provision of readily available information to customers but still within clearly defined guidelines and procedures. Posts at this level require no formal qualifications or training, however the ability to use work specific equipment and materials competently and safely is required. Grade C posts are higher in 'Work Environment' factors with the requirement for substantial physical effort in difficult or unpleasant conditions in carrying out work duties.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	No qualification required.
Knowledge and Skills	Awareness of service area. Ability to follow instructions. Reliable, responsible. Ability to communicate. Basic literacy and numeracy. Ability to use work specific equipment and materials competently and awareness of the relevant safety requirements for these.
Creativity and Innovation	Work in an environment under direct supervision of manager. Following initial guidance, at times work on own initiative to manage own activities and contribute to longer term activities / plans. Operate a range of standard equipment. Carry out basic inspection / maintenance of site / equipment.
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Signposting less straightforward requests/ queries. Be first point of contact on a range of queries from internal / external customers. Contact with colleagues, customers and members of the public May be first point of contact difficult customers / visitors.
Decisions – Discretion & Consequences	Work is carried out as directed within clearly defined guidelines and procedures. Carry out a variety of allocated practical tasks on a day to day basis which is under instruction and / or supervision. Record information for others to use. Aware of health and safety requirements relevant to the service area and must react suitably to any safety situations.
Resources	May require accurate handling and security of tools, equipment and cash. May be a key holder.
Work Demands	Work where tasks are interchanged but the programme of tasks is not usually interrupted.
Work Environment	Work requires substantial physical effort. Majority of work may be performed outside in all weathers or exposure to considerable noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving moderate risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working

Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-UK nationals must have the relevant approval to work in the UK from the Home Office. Copies of any relevant documents provided as proof of right to work are retained for our records; by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Passenger Assistant	
Role profile family:	Operations	
Role profile number and grade:	OP03-0353	Grade C
Number of posts:	250	
Service/Team:	Highways & Transport	
Reports to:	Passenger Assistant Coordinator	

Job Family overview

Operations job family overview:

Delivery of ongoing service activities using tools, equipment and machines requiring specialised and vocational expertise

- Broad range of everyday work in support of Council services
- Vocational work in a defined field of activity
- Ongoing regular activities and processes to service plan
- Use of specialised equipment and techniques
- General repair, maintenance, cleaning, catering or housekeeping

Job Context

The overall responsibilities of the service/function are:

The Passenger Transport Unit (PTU) has an annual budget of **£27 million**, the majority of which is procurable spend. This budget is used to provide transport services for the following areas:

- Transport for **7,000 pupils** to mainstream schools
- Transport for **1200 pupils** with special educational needs
- Transport for social care purposes on behalf of both adult & children services
- Support the commercial bus network.
- Support & advice to community transport groups.
- Administration of the council's concessionary fare scheme

Job Purpose

The role of Passenger Assistant is to ensure the health, safety and welfare of passengers when travelling on Wiltshire Council contracted transport enabling the Council to meet its duty of care to passengers and to ensure safeguarding is upheld.

Specific duties and responsibilities include:

- Responsible for the care, comfort, and safety of passengers at all times, between their homes and the establishments they attend, ensuring their safe arrival and handover to a responsible person where appropriate.
- Ensure effective communication with their Line Manager, parents/carers, and establishments, regarding passenger behaviour and medical needs.
- Report all issues including but not limited to Health & Safety, Safeguarding, medical issues, ongoing changes and time keeping to their Line Manager.
- Assist passengers, as required, into and out of the vehicles; working alongside staff at establishments to collect and deliver passengers to and from premises, depending on establishment and protocols.
- Ensure that passengers are wearing seatbelts and harnesses where required and assist passengers with putting on their seat belts/harnesses. Support the vehicle driver to secure wheelchair users safely in the vehicle using correct and approved supportive equipment provided by Passenger Transport.
- Supervise passengers in accordance with corporate procedures and ensure that their behaviour is acceptable
- Manage and handle health and safety incidents, including medical emergencies such as epilepsy, accidents, and other incidents, in accordance with health and safety policies and procedures. This involves referring to and following guidance provided by Passenger Transport to ensure the well-being of all passengers and staff
- Report and provide information in order to assist with any investigation, in accordance with Passenger Transport policies and procedures.
- Responsible for any medication transported on the vehicle and to handover to a responsible person at either end of the journey.
- Responsible for delivering first aid and evacuating a vehicle in an emergency.
- Collaborate closely with the vehicle driver to ensure passenger safety, demonstrating teamwork skills.
- Be aware of and adhere to risk assessment and care plans for passengers on their journey.
- Be first point of contact on a range of queries from internal / external customers

Specific requirements for this post:

- The role of Passenger Assistant can be physically demanding. and involves a degree of manual handling, including supporting passengers in and out of vehicles and using specialist equipment including but not limited to wheelchair clamps, support harnesses.
- Full training is provided and attendance at training is mandatory.
- Teamwork is essential and Passenger Assistants will be expected to work closely with the driver of any vehicle they are allocated and ensure the safety of their passengers.
- Term time contracted staff are not permitted to take holidays during school time

Person Specification
Specific qualifications, knowledge, and skills required for this role:
<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> Physically fit and able to perform all requirements of the job role. Ability to effectively handle and de-escalate challenging behaviours in a calm and professional manner, ensuring the safety and well-being of all passengers Strong understanding and compassion for the unique needs and challenges faced by vulnerable children and adults, providing appropriate support and care Ability to use work specific equipment and materials competently and awareness of the relevant safety requirements for these. Excellent communication skills, both verbal and written, to convey information clearly and effectively to passengers, colleagues, and other stakeholders. Understands and promotes equality and diversity, ensuring that all passengers are treated with respect and dignity, regardless of their background or circumstances Proficiency in reading and understanding English written text to accurately follow instructions, complete documentation, and effectively communicate Ability to speak and understand English fluently
<p style="text-align: center;">Desirable</p> <ul style="list-style-type: none"> Care Certificate Experience in a care environment
Career graded posts (where applicable)
This post does not form part of this career grade structure:

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvas on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>