

## ROLE PROFILE

<b>Job family</b>	<b>Operations</b>	<b>Role profile number</b>	<b>OP02-1797</b>	<b>Grade B</b>
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**Job purpose:** Under supervision, carry out a range of operational tasks and activities, using a variety of tools and equipment.

Grade B posts are higher in 'Contacts & Relationships' with the requirement to provide readily available information to customers. 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.

<b>Factor</b>	<b>Relevant Job Information</b>
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.
Resources	May require accurate handling and security of tools, equipment and cash.
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 moderate noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers. .
Our Identity	<a href="#">Our Identity</a> 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 elements of <a href="#">Our Identity</a> 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 <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity 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

<b>Role description:</b>	School Crossing Patrol	
<b>Role profile family:</b>	Operations	
<b>Role profile number and grade:</b>	OP02-1797	Grade B
<b>Number of posts:</b>	Approx. 16	
<b>Service/Team:</b>	Passenger Transport	
<b>Reports to:</b>	Manager Education Transport & Entitlement	

### 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 £29.5 million, the majority of which is procurable spend. This budget is used to provide transport services for the following areas:

- Transport for 9,000 pupils to mainstream schools
- Support and transport for 1000 pupils with special educational needs
- Transport for social care purposes on behalf of both adult & children departments
- Support the commercial bus network
- Support & advice to community transport groups
- Administration of the council's concessionary fare scheme

## Job Purpose

To undertake duties concerned with the safe passage of children and other pedestrians across roads to and from school at the designated site (for example control and direction of traffic at crossing areas, operation of hazard warning lights and identification of any roadside hazards). To control the behaviour of children, pedestrians and motorists at designated crossing areas.

Specific duties and responsibilities include:

- To enable children and other pedestrians to cross the road, stopping the traffic as required.
- Control behaviour of children and other crossing users. (All patrollers receive one hour of training by a Road Safety Officer and also watch a training video of about 20 minutes. Annual refresher training is provided, with all patrollers expected to attend.)
- Effectively handle any disputes or disagreements from drivers or pedestrians, as per training provided. Switching on/off manually operated flashing lights where these are available.
- Maintaining good condition of uniform and wear full uniform as prescribed at all times when on duty.
- Keeping the site tidy to ensure safe operation and removing temporary hazards (eg debris) which would affect the safe operation of the site.
- Reporting of incidents which would affect the safe operation of the site.
- In cases where a supervisor or headteacher is not available and in the event of temporary changes to the site (eg roadworks, parked vehicles) the patroller may have to decide on the safest alternative place to cross pedestrians.
- In the event of an incident, managing the situation effectively and safely whilst continuing to operate the crossing facility. Ask pedestrians/parents to alert emergency services where necessary
- Ensure patrol duties are conducted continuously and regardless of weathers experienced throughout the year (rain, sun, snow, wind, hail, hot, cold, fog) which can prevail on any given day.

Specific requirements for this post:

- Wear full uniform as prescribed at all times when on duty.

**Person Specification**

Specific qualifications, knowledge, and skills required for this role:

**Essential**

- Good communication skills are required so that motorists and pedestrians are clear on instructions given by the patroller.
- Ability to work without immediate supervision and under own initiative as a lone worker
- Ability to respond to changing and emerging situations including traffic related emergencies.
- Clear literacy and numeracy skills are required when providing verbal or written incident reports.
- Ability to supervise, control and instruct children and other pedestrians who use the site.
- Good road safety awareness including a clear understanding of the Highway Code.

**Desirable**

- Ability to interact appropriately with all service users

**Career graded posts**

- This post does not form part of a career grade.

## Supporting information

Driving classification	
<b>Occasional driver</b> 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.	<input checked="" type="checkbox"/>
<b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) 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 a reasonable adjustment has been agreed.	<input type="checkbox"/>
<b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

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
<p>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.</p> <p>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.</p>			

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 <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> 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 <b>level 2*</b> . (*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 <b>level 3*</b> (*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.

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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.

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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.

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