PERSON SPECIFICATION

Passenger Assistant – Specialist Travel Team - Fleet Services

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

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Qualifications and training

Method of Assessment – **[D, I]**

Essential:

- Practical or vocational worked based experience working with children and/or adults with special education needs

Desirable:

- In-house training will be provided practically and online.

Experience and knowledge

Method of Assessment – **[I, T]**

Essential:

- Experience in a role that required individuals to be caring, patient and possess excellent communicational skills

Desirable:

- Experience of working with children and/or adults with special educational needs

Specialist skills and abilities

Method of Assessment – **[I]**

Essential:

- Excellent customer care skills
- Caring and considerate
- Ability to maintain high professional standards even when working under pressure
- Commitment and adherence to confidentiality
- Ability to empathise and make service users feel safe and happy
- Ability to adhere to procedures and policies

Desirable:

- Experience of school transport
- Understanding of special needs provision
- Knowledge of a range of conditions including autism, epilepsy, mobility problems, behavioural difficulties and sensory impairments
- Knowledge of using child seats, harnesses and wheelchair clamping systems

Personal skills and attributes

Method of Assessment – **[I]**

Essential:

- Good timekeeper
- Presentable and polite
- Great communicator

Desirable:

- ***[[list]]***

Decision making impact and innovation

Method of Assessment – **[I]**

Essential:

- Understand and implement risk assessments
- Ability to work part of a team

Desirable:

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Fluency Duty

Essential – Communication (Fluency Duty) – delete as appropriate, for guidance discuss with your SHRBP

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory Fluency Duty for public facing roles

Special working conditions

Method of Assessment – **[I]**

Essential:

- Willingness to work split shifts (between 6am and 9.30am AND 2pm and 6pm) Mon to Fri
- You will be based at **Passenger Transport Group, 107 Longden Road, Shrewsbury, SY3 9DS** Your shift's will start and finish at this address.
- Willingness to undertake in house training, practically and online
- Children's contracts will be term time only
- Flexibility to work on different routes as required
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

Desirable:

- ***[[list]]***