PASSENGER ASSISTANT

PAY SCALE	Grade 4 SCP 6 (26,847 full time) 22.5 hours Hourly Rate: £13.92
CONTRACT TYPE	Permanent
LOCATION	Longden Road Depot, Shrewsbury, SY3 9DS
CLOSING DATE	29/11/2026

Our vision is - Shropshire living the best life

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

Are you passionate about making a meaningful impact in the lives of children and adults with special educational needs? We are seeking a dedicated Passenger Assistant to join Fleet Services within the Passenger Transport Group (PTG). In this vital role, you will ensure that SEN passengers are transported safely, professionally and respectfully to and from schools or day centres. Working alongside a driver as part of a dedicated team, Passenger Assistants play a vital role in supporting passengers throughout their journey and providing reassurance to both passengers and their families.

The role usually operates on a split-shift basis, **between the hours of:**

- Morning shift: 6am – 9:30am
- Afternoon shift: 2:15pm – 6pm

You will be based at **Passenger Transport Group, 107 Longden Road, Shrewsbury, SY3 9DS** Your shift's will start and finish at this address.

About you

While previous experience working with children and adults with special educational needs in a care or support role is desirable, it is not essential, as full training will be provided.

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme Shropshire County Pension Fund
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments.
- Access to counselling and occupational health services
- Staff networks

How to apply

We would love to get to know you more so please give us a call if you would like to discuss this role or our team. You can email us at zoey.tomlins@shropshire.gov.uk

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!