JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Passenger Assistant – 22.5 hours term time only
- Post Number: P 27331
- Grade and SCP: Grade 4 £26,847 (full time)
- Directorate: Passenger Transport Group

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the ***Fleet Services*** within ***Passenger Transport Group (PTG)*** you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The PTG provides a wide range of passenger transport services for Schools, Colleges, Social Care and Public Transport passengers. The team are committed to providing high performing transport solutions for its clients at a competitive cost using innovative procurement solutions.

Overview of your role

- be responsible to the Specialist Travel Co-Ordinator who will have overall responsibility for their appraisal, management, health & safety and training.
- report to Specialist Travel Co-Ordinator – Fleet Services for day-to-day duties
- provide passenger assistant duties on behalf of Children's Services and/or Adult Social Care client

Who will your manager be and what will you be responsible for?

You will be:

- reporting to ***Specialist Travel Co-Ordinator*** who is in turn responsible for your health and safety, training and development.
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    - Provide passenger assistant duties on behalf of Children's Services and/or Adult Social Care with special educational needs
    - Report to the Specialist Travel Co-Ordinator for day-to-day duties
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- Be responsible for safely accompanying children and/or adults with special educational needs to school, respite care or day services.
- To maintain accurate and up to date information for all transport services
- Liaise with the Specialist Travel Co-Ordinator on a regular basis to ensure that services and staff training are efficient and up to date
- Ensure vehicles are properly prepared and cleaned inside for their route

- Ensure all risk assessments and seating plans are up to date in the vehicle pack
- Ensure route and vehicle diaries are completed and accurate
- Regularly inspect equipment, seats, harnesses and clamping systems in vehicles and report faulty or damaged equipment as necessary
- Be aware of issues and challenges that may arise from passengers' special needs and deal with these appropriately and sensitively as advised in the individual passenger risk assessment
- Assisting in providing a full range of customer care services, offering polite, timely, friendly and supportive assistance to all passengers and customers
- Assisting in resolving all service problems and difficulties that may arise
- Assisting in dealing with operational issues and make appropriate arrangements
- Assist the driver when necessary, working cohesively as a team
- Adhere to all the Councils policies and procedures in relation to Passenger Transport
- Maintain a high level of confidentially
- Treat all passengers with dignity and respect
- Routes will be allocated by the Specialist Travel Co-Ordinator and will be subject to change to meet the needs of the service
- Ensure your appearance is clean and tidy, you are always wearing a full uniform (provided) and ID badge (provided)
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The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.

- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
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What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

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

Your post is subject to the following:

- The post is **Permanent** for **22.5** hours per week.
- Working split shifts between the hours of 6am – 9.30am and 2.15pm to 6pm, Monday to Friday (term time only for school contracts)
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to ***one*** months' notice in writing on either side.

The appointment is subject to ***six*** months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence. ***[[This level of disclosure is mainly needed should the role require access to the GCSX e-mail as advised by Information Governance]]***