



Passenger Assistant

Salary spinal range: 4 - 5 | Based in Richmond/ Kingston | Permanent| Part time (Term time only)

About the service

The Special Educational Needs (SEN) transport service sits within the Education directorate. The Directorate covers a range of services to Schools including support, standards and performance, managing school admissions and transport. The SEN transport service provides specialised support for home to school Transport to children and young people living in the Borough of Kingston upon Thames and the London Borough of Richmond to ensure that children and young people with SEN needs have the same opportunities to education as their peers. Usually operating during [term time], our vehicles will travel to children's homes, and safely support them whilst they travel to or from their destination.

About the role

The role of Passenger Assistant will be required to supervise special educational needs (SEN) children whilst travelling on transport for the London Borough of Richmond and the Royal Borough of Kingston upon Thames, based from either our Richmond (presently at Twickenham) Depot or Kingston (presently at New Malden) Depot.

In the role the Passenger Assistant will

- Need to be aware of incident reporting and parent not at home/parent late procedure, to ensure all paperwork is in place and on board e.g. Pupil medical information, registers, parent not at home form etc.
- To assist the driver in the operation of any safety/adaptive equipment whilst ensuring all passengers who use safety and adaptive equipment are seated and secured in appropriate seats, in accordance with manufacturer's instructions, and to ensure all passengers wear seatbelts and to assist in securing wheelchairs where necessary.
- To work as a team and maintain a good atmosphere in the vehicle, to demonstrate sound work ethics, to have good customer relations, a polite friendly attitude with parents/ guardians/ carers/ schools,
- To be aware of the Data Protection Act and to deal with residents and the members of the general public in a courteous and respectful manner at all times.
- To assist the driver in the operation of any safety/adaptive equipment whilst ensuring all passengers who use safety and adaptive equipment are seated and secured in appropriate seats in accordance with manufacturer's instructions

About you: our role specification

Qualifications

- No formal qualification is required (All training will be provided by Achieving for Children)

Skills and experience

- Experience of having a flexible approach in this role to ensure the needs and safety of the passengers being transported are being met at all times.
- Have a good knowledge and a good understanding of Health & Safety and the Code of Conduct.
- Strong skills to build effective relationships with parents, children, young people and colleagues to build trust and promote confidence in the service being delivered.
- Skills or experience in coping and dealing with difficult situations and to maintain calm
- Understand the skills required and have experience in being part of a team and maintain a good atmosphere in our vehicles, to demonstrate sound work ethics, To have experience of, or a knowledge of data protection and safeguarding of children and young people
- Experience of applying a service that is in line with our standards related to equal opportunities and recognising individual needs

Personal attributes

- A passion for Achieving for Children's vision, mission and values (trust, empower, respect) to support children and young people to live safe, happy, healthy and successful lives.
- Strong organisational abilities including: time management, creative-thinking, problem-solving and multitasking.
- Able to work flexibly and independently with limited management oversight.
- Personal determination, drive, energy and ambition to overcome obstacles, achieve challenging objectives, celebrate success and deliver excellent outcomes for children. Taking a strength based approach to managing situations.
- Commitment to resource-sharing and collaborative working within Achieving for Children and across organisational boundaries in the best interests of children and families.
- Outstanding communication and interpersonal skills that are open, honest, persuasive and pragmatic, including excellent negotiation and influencing skills

The post holder will be expected to undertake other duties commensurate with the grade of the post, including deputising or or working flexibly across the week to meet the business demands. This job profile is provided for guidance only.

Version_0.1_August 2020