

# Job description

<b>Job title:</b>	Passenger Assistant
<b>Grade:</b>	Level 1 post: Grade 3 Level 2 post: Grade 4
<b>Job evaluation reference:</b>	CC253ab
<b>Job family:</b>	Transport Policy & Passenger Assistance

## Purpose and impact

1. To accompany vulnerable children and young people to and from their home, whilst being transported by Dorset Council or hired transport.

## Key responsibilities (applies to both Level 1 and 2 posts)

2. Responsible for the care and conduct of all passengers being transported to and from schools, colleges or educational provisions and ensuring they are at all times properly and safely supervised.
3. Assist passengers alighting or boarding the vehicle, leaving the vehicle only to enable them to access or exit their destination.
4. Ensure the proper and safe handover of passengers on arrival at their destination.
5. Ensure all passengers are safely seated within current guidelines laid down by Dorset Travel and current Road Safety legislation. The proper use of a child seat when a child is under the age of 12 or the height of 135cm.
6. Report any incidents, accidents or unusual occurrences to Dorset Travel and school, college or educational provisions. Completing report forms and handing to the Compliance Officer without delay.
7. Act as a link between the school, college or educational provisions and home as requested with regard to passing appropriate information and messages, both verbal and written.
8. Ensure that all personal items belonging to passengers are securely transported with that individual and stays with them when boarding or alighting the vehicle.
9. Maintain an accurate manifest of passengers being transported including their names, addresses, their equipment, picking up and dropping off times.
10. In conjunction with the driver, ensure that manifests are adhered to. Report any variations to Dorset Travel. Report any concerns you might have in respect of the operation of the vehicle, to include: roadworthiness, seating, harness, seat belt issues or heating problems to Dorset Travel.
11. The need to understand and use electronic devices for access to confidential information.
12. Any lesser or comparable duties.

## The following Key Responsibilities apply to the Level 2 posts:

13. Undertake recovery medication training to support passengers with more complex medical needs.
14. To carry and understand individual passenger medical care plans and know how to action.



NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### **Supervision and management**

Reporting to: Compliance Officer

### **Other factors (applies to Level 1 and Level 2 posts):**

15. The primary environment in which the post holder works will be a motor vehicle travelling between homes, schools, colleges or other service provision such as educational provisions.
16. Normally working split shifts or short shifts to include morning and afternoon.
17. Working with a variety of equipment, including walking aids, wheelchairs and vehicle safety equipment eg harness.
18. Some passengers may display behaviour that could become challenging including the potential for verbal or physical abuse.
19. Working with a driver and vehicle from a contracted company or a driver and vehicle within Dorset Travel.
20. An Enhanced DBS check is required.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. Basic literacy and numeracy skills	Application form
2. Willingness to undertake first aid, safeguarding and customer care training	Application form
3. <b>Level 2 posts:</b> Willingness and ability to undertake the recovery medication training to support passengers with more complex medical needs	Application form
<b>Experience</b>	
4. Working or volunteering in a caring environment	Application form
5. Previous experience of dealing with children / young people of all ages and abilities	Application form
<b>Knowledge</b>	
6. Ability to comply to health and safety policies	Application form Interview Assessment
<b>Skills and abilities</b>	
7. Caring and understanding attitude	Interview Assessment
8. Assertive	Interview Assessment
9. Able to work on own initiative	Interview Assessment
10. Flexible in approach	Interview Assessment
11. Adaptable	Interview Assessment
12. Ability to communicate effectively	Interview Assessment
<b>Our values</b>	
13. Respect	Interview Assessment
14. Together	Interview Assessment
15. Accountability	Interview Assessment
16. Openness	Interview Assessment
17. Curiosity	Interview Assessment



Other	
18. Punctual and reliable	Application form
19. Confidentiality	Application form
20. Physically fit with the ability to provide the care required for the position of Passenger Assistant	Application form
21. Telephone communication / ability to use electronic devices	Application form
22. Able to work flexible hours as necessary	Application form
23. Ability to fulfil the travel requirements of the post	Application form
24. An Enhanced DBS check is required	Application form

## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
25. <b>Level 2 posts:</b> Recovery medical training in accordance with individual SEN Children's care plans	Application form
Experience	
26. Experience of working in an educational setting with specific knowledge of children or young people with special educational needs	Application form
27. Previous experience of caring for vulnerable children or young people	Application form
Knowledge	
28. Knowledge of Dorset Council policies and procedures	Application form Interview Assessment
29. An understanding of learning, physical and communication difficulties	Application form Interview Assessment
30. Knowledge of moderate and complex learning needs	Application form Interview Assessment
31. An understanding of safeguarding children	Application form Interview Assessment
32. Recognition of a hazard and how to report	Application form Interview Assessment

## Approval

Manager's job title: Service Manager for Fleet Operations  
Date: Updated April 2025

