

Job description

Job title: Passenger Assistant

Grade: Dorset Council Grade 2

Job evaluation reference: CC 253

Job family: Transport Policy & Passenger Assistance

Purpose and impact

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

Key responsibilities

1. Responsible for the care and conduct of all passengers being transported to and from schools, colleges or educational provisions and ensuring they are always properly and safely supervised.
2. Assist passengers alighting or boarding the vehicle, leaving the vehicle only to enable them to access or exit their destination.
3. Ensure the proper and safe handover of passengers on arrival at their destination.
4. 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.
5. 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.
6. 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.
7. Ensure that all personal items belonging to passengers are securely transported with that individual and stays with them when boarding or alighting the vehicle.
8. Maintain an accurate manifest of passengers being transported including their names, addresses their equipment, picking up and dropping off times.
9. In conjunction with the driver, ensure that manifests are adhered to. Report any variations to Dorset Travel.
10. 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 lessor or comparable duties.

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

13. 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.
14. Normally working split shifts or short shifts to include morning and afternoon.
15. Working with a variety of equipment, including walking aids, wheelchairs and vehicle safety equipment eg: harness.
16. Some passengers may display behaviour that could become challenging including the potential for verbal or physical abuse.
17. Working with a driver and vehicle from a contracted company or a driver and vehicle within Dorset Travel.

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. Full details can be found on our website.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications / training / registrations Required by law, and/or essential to the performance of the role	Assessed through:
1. Basic literacy and numeracy skills	Application
Experience	
2. Working or volunteering in a caring environment	Application
3. Previous experience of dealing with children/ young people of all ages and abilities	Application
Skills, abilities & knowledge	
4. Ability to comply to health and safety policies	Interview Assessment
5. Caring and understanding attitude	Interview Assessment
6. Assertive	Interview Assessment
7. Able to work on own initiative	Interview Assessment
8. Flexible in approach	Interview Assessment
9. Adaptable	Interview Assessment
10. Ability to communicate effectively	Interview Assessment
11. Punctual and reliable	Interview Assessment
12. Confidentiality	Interview Assessment
13. Physically fit with the ability to provide the care required for the position of passenger assistant	Interview Assessment
14. Telephone communication and ability to use electronic devices	Interview Assessment
15. Able to work flexible hours as necessary	Application
16. Ability to fulfil the travel requirements of the post	Application
Our values	
17. Respect	Interview Assessment
18. Together	Interview Assessment
19. Accountability	Interview Assessment
20. Openness	Interview Assessment
21. Curiosity	Interview Assessment



Desirable

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

Experience	Assessed through:
22. Experience of working in an educational setting with specific knowledge of children or young people with special educational needs	Application
23. Previous experience of caring for vulnerable children or young people	Application
Skills, abilities & knowledge	
24. Knowledge of Dorset Council policies and procedures	Interview Assessment
25. An understanding of learning, physical and communication difficulties	Interview Assessment
26. Knowledge of moderate and complex learning needs	Interview Assessment
27. An understanding of safeguarding children	Interview Assessment
28. Recognition of a hazard and how to report	Interview Assessment

Approval			
Manager		Date	January 2025

