

Job Description & Person Specification



Job Title	Passenger Assistant
Division/Location	Norse Group Transport
Reporting to	Transport Manager
Weekly Hours	As Displayed on Advert
Grade/Salary	As Displayed on Advert

Job Description	
The Role:	
To have joint responsibility with the Driver for collecting and taking clients to and from various schools and day care centres.	
Main Responsibilities	
<ul style="list-style-type: none"> • To consent a DBS check. • To adhere to Norfolk County Council's safeguarding procedure. • To be responsible for the safety, welfare and proper conduct of clients and passengers in accordance with their particular emotional or physical needs. • To supervise the behaviour of clients and passengers, seating and securing of seat belts or wheel chairs where appropriate. • To see clients safely from door-to-door and, where necessary, assist into their homes, schools or day centres, leaving them safely and with a nominated carer where required. • To act as first point of contact with the driver between children's/clients, carers and the school or centre staff, conveying any relevant messages and information to all parties. • To understand and respect the client's privacy, dignity and confidentiality. • To understand and if necessary cope with feelings of the client's carers or relatives. • In conjunction with the driver to be responsible for checking the vehicle at the beginning and end of every journey, checking for lost property and ensuring all clients have left the vehicle. • Ensure that services are provided in accordance with company standards and objectives of quality assurance. • To ensure as far as is reasonably practicable, observance and adherence to the provisions of the Health and Safety at Work Act. • To attend training in addition to contracted hours to ensure compliance with Norse Health and Safety Policy and Norfolk County Council Travel and Transport contracts. • To perform such other duties of a like nature as may be directed by the Lead Driver/ Transport Manager / Assistant Passenger Services Manager. 	
Other Duties	
The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.	

Approval/Review Date			
Approved by Operations Director:		Date:	
Approved by HR Director:		Date:	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of moving/handling techniques. Knowledge of First Aid/Emergency Aid	Desirable Desirable	
Experience	Good geographical knowledge of local area. Experience of working with vulnerable adults and children.	Essential Desirable	
Skills/Abilities	Patient and Tolerant. Good Organisational Skills. Excellent customer service skills Flexible and Adaptable Approach toward Work	Essential Essential Essential Essential	
Other Requirements			

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We will focus on the delivery of high standards in all that we do.

Innovation – We will have the courage and commitment to embrace new ideas and support different ways of working to ensure our services are delivered in the most effective way possible.

Respect – We will aim to listen and fully understand what is required of us by the people, organisations and communities with which we work.

Trust – We will be transparent, accountable and take ownership of our responsibilities.

Approval/Review Date			
Approved by Operations Director:		Date:	
Approved by HR Director:		Date:	