

Job Description

Job Title	Passenger Assistant
Directorate	Neighbourhoods & Housing
Service Area	Highways & Transport
Grade	2
Competency Level	1
Salary	£24,027 - £24,790
Job Type	Office Based
Location	Citywide
Disclosure and barring service (DBS)	Enhanced DBS Child and Adult Workforce and Child and Adult Barred List
Job Evaluation Ref No	R1117

Job Purpose

To ensure the safety of all passengers both inside and outside the vehicle and assist and support Service Users as necessary

Directly Responsible For:

Not applicable



Directly Responsible To:

Senior Transport Assistant & Transport Officer

Main Areas of Responsibility:

- To work under the general direction and supervision of the Senior Assistant, Transport Officer and other authorised officers
- To undertake all journeys (both within and outside the City) to which they may be detailed by authorised officers of the department
- To be responsible for assisting service users from inside their homes to the vehicle; securing them safely during the journey and assisting them from the vehicle at their destination. Also to be responsible for ensuring the safe return of service users to their home address
- To be sympathetic and courteous at all times to service users carried in the vehicles and to treat their relatives with whom contact is made in a similar manner
- To be responsible for the cleanliness of the inside and outside of the vehicles attached to the section
- To assist the driver with Vehicle Daily Checks (*including walk around checks*), fuelling and oiling of vehicle and servicing the vehicle with air, water and additives. To operate any power mechanisms (e.g. wheelchair lifts) that may be fitted, and care and maintenance of any ancillary equipment that may be used
- To be responsible for the completion of log sheets and returns as requested
- To report promptly on the form provided any incident whatsoever in which a vehicle of the Transport Section is involved in, irrespective of whether or not a third party is concerned. Also any accidents to service users or staff while in the care of the department must be reported in the same way
- In the case of all staff to wear the protective clothing in a clean and tidy condition and to carry at all times an approved Identity Card when on duty



- To accept and receive personal training and development and to promote anti-discriminatory practices
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- May be subject to various weather conditions

- Manual handling or loads and or/people
- Standing or sitting for long periods of time
- Operating machinery

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Desirable

- Community Transport Passenger Assistant Training Module would be an advantage

Experience

Essential

- Experience of working with elderly, vulnerable adults or adults with learning difficulties in a work or voluntary capacity (I)
- Understanding of the needs of passengers with diverse abilities and conditions (I)
- Patience, empathy, and a caring attitude (I)

Desirable

- Knowledge of health and safety regulations related to passenger transport

Skills/Abilities

Essential

- Ability to understand challenges and needs of vulnerable adults in a patient and sympathetic manner (I)
- Ability to work to guidelines (I)
- Reliability, flexibility and punctuality (I)

Desirable

- Basic knowledge of first aid and emergency procedures
- Awareness of cultural sensitivities and respect for individual dignity

Commitment

Essential

- Sympathetic, reliable, and conscientious (I)
- Honest, reliable, and trustworthy (I)
- Able to deal with conflict calmly and effectively (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- Availability to work two shifts per day i.e. to work on transport into school each morning and to report for the return journey each afternoon (A)
- Availability to work during school term times with any accrued leave entitlement taken during the school holidays (A)

Desirable

- Willingness to participate in training courses during the school holidays