

Job Description

Job Title: Passenger Transport Services Escort	Service Area: Public Realm Area 5
Division/Section: Passenger Transport Services	Job Number: Job Evaluation Number:
Grade: Scale 3	Date last updated: 19 th March 2007 Date of last Evaluation:

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To escort, in conjunction with the driver, pupils to educational establishments and elderly or disabled people to day care centres within and outside the borough.

Job Context

1. The postholder reports to the Passenger Transport Manager.
2. The postholder has no line management responsibility.
3. The postholder has no budget responsibility.
4. The postholder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.
5. The postholder has specific Health and Safety responsibilities in respect of the safety equipment and passengers.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To assist passengers who have a mental or physical impairment on and off the coach in wheelchairs or with walking frames, etc.
2. To supervise passengers whilst in transit and in your care and to deal with any problems which may arise, e.g., aggressive behaviour, epileptic fits.
3. To escort passengers to and from the coach until they are handed over to staff at the recipient establishment or a home carer.
4. To direct the driver to and from arranged pick-up points and ensure that passengers are safely secured aboard.
5. To ensure that any passengers in the vehicle are seated in a safe and secure manner.
6. To visually and physically check that the coach is suitable to safely carry passengers and take appropriate action, e.g., check wheelchair fasteners, chair hoist, doors.
7. To pass on and receive messages and dinner money to and from staff at establishments as required.
8. To liaise in person or by telephone with staff at establishments and PTS Office on matters regarding passenger's welfare, changes in route, family requirements etc.
9. To inform staff at the relevant establishment and in the PTS Office when passengers are having behavioural or medical problems whilst in your care.
10. To complete all necessary paperwork as required for timesheet, performance monitoring and other purposes.
11. To assist other employees by carrying out related tasks as agreed e.g., assisting other escorts.
12. To take the appropriate steps in the event of an accident or a breakdown and follow the current written reporting procedures.
13. To wear a uniform and protective clothing as supplied at all times whilst on duty.
14. To ensure that all dealings with the public and colleagues is professional and that a high standard of service is provided.
15. Such other duties within the competence of the postholder which may be reasonably required from time to time.

Note: Considerable importance is attached to the public relations aspects of all work undertaken by Passenger Transport Services. Staff should, at all times, project to the public and to internal clients, the image of being willing to assist wherever possible and to positively promote the work of the Council.

Person Specification

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Grade: Scale 3	Date last updated: 19 th March 2007

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>KNOWLEDGE: Awareness and understanding of the Council's Equal Opportunities Policy and willingness to accept and promote Council policies and practices.</p>	<p>Interview</p>
<p>QUALIFICATIONS: First Aid Certificate/ Willing to be trained</p>	<p>Interview/ Documentation</p>

<p>CRB This role is subject to a successful CRB check</p>	
<p>EXPERIENCE: Experience of working with children, elderly and/or disabled persons; Experience of dealing with customers face to face.</p>	<p>Pre-screen/Interview Pre-screen/Interview</p>
<p>SKILLS AND ABILITIES: Ability to operate/learn how to operate associated machinery e.g. tail-lifts and wheelchair restraints. Ability to accurately fill out paperwork e.g., timesheets and to recognise addresses etc. Ability to talk to members of the public or other Council employees with tact and patience. Ability to read a map. Ability to assist the driver to manoeuvre vehicles in confined areas.</p>	<p>Interview/Test Test Interview/Test Test Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR: Demonstrate experience of being a flexible and collaborative member of a team Ability to maintain a good standard of appearance whilst on Council duties. Ability and willingness to undertake varying escort duties. A commitment to customer care and to total quality principles and practices. Must be reasonably fit (with no back problems) and have good eyesight</p>	<p>Interview Interview Interview Interview Interview/Medical</p>