



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: School Transport Passenger Assistant

Grade: G02

Directorate: Places

Department: Transport

Responsible to: Fleet Manager

Purpose of the Job:

Responsible for ensuring the safe transportation of passengers on journeys provided by the Council to schools, colleges and other establishments as authorised.

Main Responsibilities:

1. To operate a continually effective daily transport service for Rutland County Council.
2. To ensure the safe delivery of passengers is achieved to a high standard.
3. To look after the welfare of passengers from the moment they are collected until the time they are handed over to any acknowledged person on reaching the pre-determined destination.
4. To supervise and assist passengers in boarding or alighting the vehicle where appropriate.
5. Assist in ensuring that passengers are transported in accordance with various safety guidelines and that all safety equipment is effectively deployed (i.e. use of passenger lift, seat belts, restraining harnesses, wheelchair clamps or webbing straps).
6. Ensure the supervision and control of passengers, giving complete personal care according to the individual's assessed social, mental and physical needs.
7. To communicate effectively with the parent/carer of passengers with regard to alterations of timings or other issues. To communicate effectively with the driver of the vehicle and other passengers with regard to any transport, safety or care issues arising on the route.



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8. To monitor key issues and to feedback regularly on the following: vehicle condition, driver and passenger behavior, route timeliness, incidents affecting the passengers or the safety of the transport; proposals for improving the route and passenger care during transportation.
9. To have regard for the safety and welfare of all passengers being transported at all times, including yourself.
10. Liaise with appropriate officers, parents/carers and school staff in order to understand the individual and medical needs of passengers where this information is of benefit to transport need.
11. In the event of a medical emergency, recognize correct protocols to follow and act accordingly. Contact the Transport Office, School/College, parents/carers or emergency services as necessary reporting details of incidents or accidents of a medical nature.
12. To act effectively to diffuse difficult situations on the vehicle and to report such incidents to the Transport Office. Be cognizant of the Passenger Code of Conduct and report incidents for follow-up.
13. In the event of vehicular problems, ensure the safety of passengers whilst the driver seeks assistance.
14. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
15. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
16. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Behaviours and outcomes



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To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Good level of basic education	A & D

Desirable	Method of Assessment *
Passenger Assistant Training Scheme (PATS)	D
NVQ Level 2 in Customer care or similar course.	D
First Aid qualification	D

EXPERIENCE/KNOWLEDGE

Desirable	Method of Assessment *
Experience of working with the public.	A & I
Experience of working with children/clients with special needs/disabilities.	A & I
Experience of transporting clients in wheelchairs.	A & I
Experience of manual handling techniques.	A & I

SKILLS

Essential	Method of Assessment *
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Able to communicate clearly, tactfully and politely with parents, carers, colleagues and young people.	A & I
Able to use initiative and make decisions.	A & I
Capable of working in a team.	A & I
Able to work with challenging children.	A & I
Good inter-personal skills	A & I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A & I

OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A & I
Willingness and ability to visit other sites as and when required.	A & I

Desirable	Method of Assessment *
Driving licence with D1 entitlement	D

* A = Application Form D = Documentary evidence I = Interview T = Test

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.



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DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
3RD May 2016	NO	Emma Odabas – Transport Operations Manager
16 November 2023	No – new template	Hannah Sewell – HR Adviser
26 February 2025	Yes – responsibility changed to Fleet Manager	Graham Saunders – Fleet Manager
06 August 2026	Yes – updated template wording	Graham Saunders – Fleet Manager