



Job Application Guidance: Passenger Assistant (part-time)

Thank you for your interest in the position of Passenger Assistant at Ealing Community Transport (ECT). This document provides you with the necessary guidance and information for completing the application for this role.

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Job Description

1.1 Main duties

The Passenger Assistant (PA) will report to the Operations Manager (delegated to the operations team on a day-to-day basis) and the list below outlines the main duties of a PA at ECT.

- Work as part of an efficient team providing a quality service for the community in the London Borough of Ealing, working closely with the Operations Team as required.
- The PA may be dealing with vulnerable and/or disabled children, adults and older people and must demonstrate their ability to deal sensitively with their needs.
- Complete duties in accordance with procedures and training and adhere to ECT Charity's Equality and Diversity Policy.
- The PA and driver must work as a team to provide a safe and quality service. This will require flexibility from both members of the team.
- Ensure that all passengers are sitting safely and comfortably in their designated seats or belts as required before driving off.
- The PA will assist passengers where necessary to and from the vehicle.
- If the passengers are not ready for collection, the PA must ensure that the driver waits five minutes beyond the scheduled collection time and check with office before moving off.
- For the homeward journey, if parent or carer is not available to receive the passenger, where appropriate, the PA is expected to follow strict predefined procedures.
- Monitor timetables and keep the Operations Team informed if regular difficulties arise as well as recommending amendments where appropriate.
- The PA will deal with any emergency relating to passenger's health.
- The PA will respond to any passenger who may be difficult, confused, agitated or sick.
- The PA will liaise with carers and families as necessary, maintaining a professional manner at all times.
- The PA will ensure that passengers are picked up in the order specified by the timetables.
- The PA must ensure that passengers are fully supervised at all times as appropriate and only allowed to disembark the vehicle when it is safe for them to do so.
- The PA will provide school authorities with all relevant information including those pupils who have not been picked up.

- The PA will complete paperwork as required, on a daily basis.
- The PA will attend training courses relevant to the transportation and safety of children and other vulnerable passengers.
- The PA will report any accidents, incidents or emergencies to the Operations Manager or Operations Team without delay as appropriate.
- The PA will adhere to safe working practices, Health & Safety policies and other procedures and will report all accidents and incidents in accordance with procedures. Further, the PA is responsible for day-to-day health and safety issues, wear appropriate personal protective equipment and to ensure that a duty of care is maintained to themselves, the passengers and other colleagues.
- The PA will undertake all other reasonable duties as delegated to them by the Operations Manager or other ECT Manager.
- The PA will ensure that the vehicle is in a tidy condition.
- The PA is expected to respect the confidentiality of any information provided to assist them in their work.
- The PA will assist the ECT Operations Team in promoting ECT Charity's services to the community.

1.2 Specific duties

As a PA, you may be assigned to be a relief PA. In addition to the roles listed above, the duties below will also apply.

- Cover the duties of other PAs and must familiarise themselves with those duties and their specific requirements.
- Work shift rotas, split shifts, evenings and weekend rotas as and when required by mutual agreement.

Note that this job description is subject to amendment in the light of changes in its work, priorities or requirements. Such amendments would be introduced only after consultation.

Person Specification

1.3 Requirements for the job

The PA must be over 21 and under 69 years old. Additionally, as the PA may be in sole charge of passengers, the post is subject to an Enhanced Criminal Record Check with the Disclosure and Barring Service (DBS) in accordance with the Code of Practice and ECT Charity's Recruitment of Ex-Offenders Policy.

1.4 Essential qualities

It is essential that the candidate:

- has experience of working with children, older people or vulnerable adults either in a work or voluntary capacity;
- is able to work with children and vulnerable adults and be sympathetic to their needs;
- is able to communicate with passengers;
- is able to take care of the travelling needs of passengers;
- is able to work as part of a team;
- can show initiative in resolving problems when required;
- is able to take instructions and learn quickly in a changing situation;
- has a special and caring nature.
- is able to get on with people from all backgrounds and in all circumstances in a polite and sensitive way (including people from all ethnic groups, religious groups, people of both sexes, people with disabilities and people in need);
- is reliable, conscientious and punctual;
- is honest;
- is able to work independently without supervision;
- is able to stay calm in difficult situations;
- is flexible in their approach to their work;
- is committed to doing their job well; and
- ability to complete training as required.

Please note that the items in the above list are not listed in any particular order.

1.5 Desirable qualities

It is desirable (but not essential) if the candidate:

- has an interest in, or the commitment to the social objectives of a non-profit making, charitable organisation; and
- has experience of passenger assistance or escorting duties.

Summary of terms of employment

1. General

The PA will either cover the duties of a specific contract providing transport for our clients or customers or form part of our relief pool (Relief Assistant).

2. Location

PA's will be required to operate out of our Greenford Depot although this may change for operational reasons.

3. Hours

3.1. *Passenger Assistants:*

- will work split shifts as required by the contract;
- will be available 7.00 - 9.45am and 2.30 - 4.45pm approximately (and some flexibility will be required as the PA may be expected to start earlier or finish later for operational or traffic reasons); and
- may work outside the above shifts on other contracts or transport services.

3.2. *Relief Assistants:*

- will work shift rotas, split shifts, evenings and weekend rotas as and when required by mutual agreement;
- will be asked to cover the duties of other PAs as and when required, by mutual agreement; and
- may be required at short notice, possibly early morning to cover sickness (and may also get plenty of warning to cover planned holidays by other employees).

4. Wages

- 4.1. The PA will be paid at a total of £8.07 per hour to include holiday pay.
- 4.2. PAs will be paid at an agreed average daily rate for specific routes (at above hourly rate) and can be paid equal monthly amounts, based on an annual figure. Payment will be in arrears through our payroll system directly into a bank account. Timesheets are required.

- 4.3. Relief PAs will be paid monthly in arrears for the actual hours they have worked on production of timesheets.

5. Probationary period

The appointment will be subject to a six month probationary period.

6. Sick pay and holidays

- 6.1. There is no entitlement to sick leave notwithstanding any statutory entitlement.
- 6.2. There is 5.6 weeks pro-rata holiday pay entitlement (including bank holidays), which has been included in the total hourly payment mentioned above.
- 6.3. Holiday pay, included in the rate given above will be paid at £0.87 per hour.
- 6.4. Home-to-School PAs under normal circumstances are expected to take their holidays during the school holiday period. Any holiday taken by Home-to-School PAs during term-time will be unpaid.

7. Criminal record

PAs are required to undergo an enhanced criminal record check from the Disclosure and Barring Service (DBS), but note that a criminal record will not necessarily be a bar.

8. Uniform

PAs will be required to wear our distinctive but informal uniform of yellow polo shirt and green fleece. High visibility vests and other personal protective equipment will be issued as appropriate.

9. Training

Training will be given which includes Passenger Assistance Training (PATS), a nationally-recognised standard. Further training opportunities will be offered where they will enhance our work.