

PERSON SPECIFICATION

Job Title: Passenger Assistant
Directorate & Section/Unit: Transport Operations
Salary Grade: Scale 1

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of working in a customer focussed environment
- Considerable experience of meeting deadlines
- Demonstrable experience of working as part of a team

It is **desirable** that the post holder has:

- Demonstrable experience of working in for with the caring professions

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- A caring, understanding and patient manner
- A working knowledge of the health and safety
- The ability to understand and carry out instructions accurately
- The ability to work as part of a team and without direct supervision
- The ability to maintain confidentiality
- The ability to accurately complete appropriate records such as incident reports
- The ability to build effective working relationships

It is **desirable** that the post holder has:

- An understanding of safeguarding

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A level 1 or 2 qualification in English (e.g. GCSE D or above) or relevant experience

It is **desirable** that the post holder has:

- A first aid qualification

ADDITIONAL INFORMATION

It is **essential** that the post holder has:

- Reasonable manual dexterity and the ability to undertake moderate physical activity, sometimes in a confined environment. (Post-holders may have to install and remove seats and child seats, clamp wheelchairs and do some basic cleaning such as sweeping out vehicles.)

Author: Pete Smith

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