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**PERSON SPECIFICATION**

**Post Title:** Children's Services Passenger Assistant

**Directorate/Division:** Business, Environment & Community / Transportation Services

**Scale / Grade:** Scale 1 (SCP 8-9)

**QUALIFICATIONS/TRAINING:**

It is **desirable** that the postholder has:

* A First Aid Qualification

**EXPERIENCE/KNOWLEDGE:**

It is **desirable** that the postholder has:

* Experience of working in a caring environment
* Experience of working with passengers with special needs.

**SKILLS AND ABILITIES:**

It is **essential** that the postholder has:

* The ability to understand and carry out instructions accurately while working without direct supervision
* Reliable and trustworthy
* The flexibility to work at short notice
* The ability to work a variable pattern
* A caring nature
* The ability to communicate orally
* The ability to understand and maintain the confidentiality of their work
* Physically able to manage the demands of the role, including having the ability to bend, stretch, reach, twist, turn and kneel, within the confined spaces of a passenger transport vehicle, according to the instructions provided.

**ADDITIONAL FACTORS:**

It is **essential** that the postholder has:

* The ability to undertake training appropriate to the post
* The ability to move passengers if required and where safe to do so, including pushing and manoeuvring wheelchair users and clamping the wheelchairs into the vehicle. Manual handling training will be provided.
* The ability to carry bags and other service user luggage and lift this onto the vehicle

Updated: VG Date: March 2013