

Stirling Council

Job Description

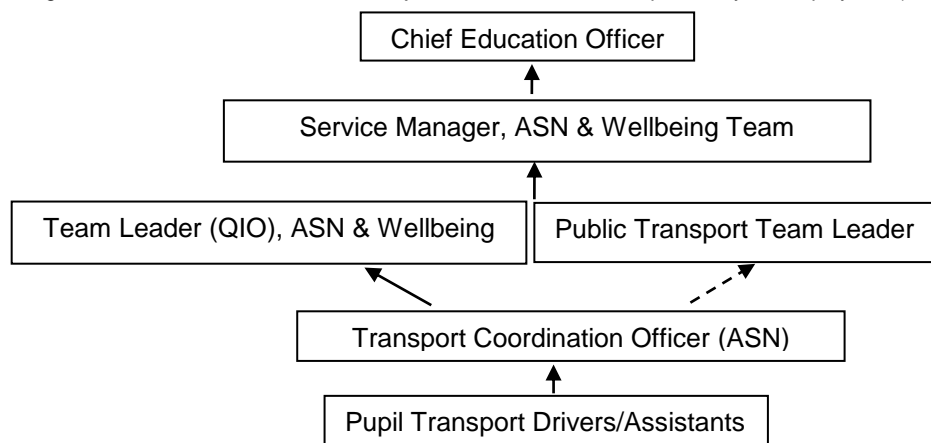
This job description may be amended from time to time dependent on job requirements and Service provision.

Section A	Grading Section
Post Title: Driver and Pupil Transport Assistant	
Location: Stirling Bus Station	Eval Ref. A3312
Reports to post (Title): Transport Coordination Officer	Grade: 4
Position Number:	Date: 11/06/20
Service: ASN/Public Transport	
Date: 28/01/21	

Section B

ORGANISATIONAL RELATIONSHIP and EMPLOYEE RESPONSIBILITY

This section describes the reporting relationships of the job within the immediate organisation and if appropriate has detail of the organisation a tier above and below the job. Also described is responsibility for employees, (if any).



Section C

PRINCIPAL PURPOSE and OBJECTIVES

This section lists the main (headline) responsibilities / accountabilities of the job.

The postholder will have responsibility for the safe transportation by vehicle (Minibus/Car) of schoolchildren who will often have additional support needs and disabilities to and from agreed pick up/drop off points, normally but not limited to their educational establishment. In addition, service users may require transport to access other services, e.g. day centres or goods transported (such as school meals) to specified destinations.

The postholder will deliver these services in accordance with Council procedures set out in the driver's handbook, paying particular attention to safety, Customer Care and ensuring passengers/goods are transported on time.

Section D**MAIN DUTIES and RESPONSIBILITIES**

This section provides detail of the main responsibilities / accountabilities. Individual tasks may be included. Note, these are illustrative only and are not exhaustive.

Health & Safety

- Ensure that school children are transported safely and on time to and from school/establishments and adhere to all relevant driver regulations and health and safety regulations
- Ensure seatbelts are worn by passengers
- Open and close vehicle doors for passengers, ensuring they board and alight safely on the nearside of the road and in a safe manner for rear loading vehicles
- Participate in ongoing training (such as driver CPC training, Child Protection level 1 training) as required for the delivery of duties of driver/escort, including successful completion of training and assessment prior to commencing driving duties
- Adhere to all relevant driver regulations and health and safety requirements

Customer Care

- Deliver high quality service by focusing on the individual needs and concerns of the customer
- Assisting children embarking and disembarking the vehicle when required
- Supervision and good order of children while travelling on home to school transport
- Deal with any issues which may arise in a caring and confidential manner and in line with Council policies and procedures
- Reporting to Line Manager or school any information or incidents which occur during journeys or any other information relevant to safety, care and wellbeing of pupil(s)

General

- Act as assistant for pupils when required in accordance with Council procedures
- Undertake the transportation of goods, equipment and other miscellaneous items by vehicle for delivery to respective clients/units across the authority area
- Complete relevant paperwork/operational reports accurately and timeously
- Working flexibly, participating in any other tasks as required;
- Produce their driving licence on request, at periodic intervals. (Should the employee's driving licence be withdrawn, for whatever reason, it may be necessary to terminate the employee's appointment)
- Carry out other duties and assignments that may be allocated from time to time and are commensurate with the grading of the post

Section E**RESPONSIBILITY for PHYSICAL ASSETS, DATA and FINANCE**

This section details responsibility for **physical assets**, eg. vehicles, buildings, stock control / procurement, **data**, eg computers, record keeping, **finance** eg. budget holding / monitoring / cash handling.

- Handling information which may be of personal or confidential nature
- Ensure that daily vehicle maintenance checks and cleaning of vehicles allocated are undertaken, including fuelling or re-charging vehicle where necessary
- Ensure that vehicle defects are reported daily or immediately if a safety issue
- Ensure that all vehicle doors, emergency exits and passages are free from obstructions
- Ensure any wheelchair equipment within vehicle is utilised appropriately to secure passenger safely
- Ensure safe carriage of oxygen or other medical equipment that may be required

Section F**COMMUNICATIONS SKILLS**

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact, and explains the nature of the communication and level of skill required by the postholder.

Internal: Stirling Council employees (including pupil escorts & school staff), and managers.

External: School pupils, parents, service users.

- Drivers and escorts must ensure the safety, security, dignity and comfort of passengers being carried in the vehicle, and must be particularly sensitive when communicating with children who have a wide range of needs
- Must be able to deal with challenging behaviour in a calm, non-confrontational way
- Ensure confidentiality is adhered to at all times

Section G**MENTAL SKILLS**

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

The postholder will perform duties with limited support and guidance, supporting and assisting others to enable service delivery to individuals and will:

- Resolve problems or situations, generally by applying existing rules, procedures or instructions
- Work to standards and procedures, individually, or as part of a team, demonstrating the commitment and flexibility necessary to meet deadlines and manage competing priorities;
- Ensure all concerns relating to safety or other relevant areas are reported timeously;
- Attend and pass training courses as required by the Council
- Be required to deliver high standards of customer service at all times
- Excellent levels of concentration whilst driving – not easily distracted

Section H**WORKING ENVIRONMENT and PHYSICAL EFFORT**

This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions, plus any specific physical effort. Any need for out of hours working will be noted.

Working in a front-line environment. This post may involve lone working at times.

The postholder will be required to assist passengers board and alight vehicles and assist with securing of seatbelts, where required.

The postholder will be required to use equipment to safely secure wheelchairs in place or be able to assist with other safety/mobility aids

The postholder will be required to carry out a physical vehicle walkround check on a daily basis and keep their vehicle clean inside and out

The postholder may be required to work across the Stirling Council area and may be required to travel to establishments outwith, e.g. specialist provisions or to pick up vehicles from depots etc

Adhere to “safe driving for life”, as detailed here:

<https://www.safedrivingforlife.info/safe-and-responsible-driving>

Section I**KNOWLEDGE and SKILLS**

This section details the knowledge and skills including any qualifications, specific training or experience required.

Essential Criteria:

- Hold a current or be willing to obtain a MIDAS (Minibus Driver Awareness Scheme), including module 2 (accessibility training) certificate if not currently held. This may be required to be renewed annually or as advised by the Council, normally during school holiday time.
- Held a full car licence for at least 2 years with no more than 6 points, including category D1 with 101 restriction
- Excellent standard of verbal and written communication skills
- Ability to work under pressure and to tight timescales and remain calm under pressure
- Must be able to recognise and report concerns about the well-being of children and vulnerable people and be able to maintain appropriate professional relationships with people in receipt of a service and their family
- Must be able to demonstrate a high level of discretion and confidentiality
- Ability to work flexibly
- Good standard of English
- Hold a valid PVG certificate

Desirable criteria:

- Experience of driving minibuses or other large vehicles
- Unrestricted category D1 licence
- Driver CPC for PCV
- Experience of working with children and vulnerable adults
- Experience of employment in a PCV driving role
- Previous use of safety and mobility aids
- Good knowledge of the local geographic area
- Have undertaken an Eco-driving training course