



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

JOB TITLE: Driver/Passenger Assistant

DEPARTMENT: Communities, Economy and Transport

LOCATION: Transport Hub – Countywide

GRADE: East Sussex Single Status Grade 4

RESPONSIBLE TO: Principal Transport Officer

Purpose of the Role:

Working on behalf of the Adult Social Care department, the Transport Hub provides minibus services which enable vulnerable adults to access day care services in East Sussex.

Our Driver/Passenger Assistant team ensures that our clients receive a safe, reliable, and friendly transport service.

Key Tasks:

1. Provide a high level of customer service to internal and/or external customers.
2. Provide timely and accurate information in writing and verbally as required.
3. Undertake administrative duties in accordance with statutory and departmental requirements and systems.
4. Accurately maintain local paper or computerised records.
5. Ensure you follow all local policies and you comply with any legal duties of the service.
6. Support managers in maintaining property, resources and facilities and their security.
7. Ensure the security of Council property that you are required to use or that customers may use or loan from the service.
8. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards, to a value of less than £100 a week.

Addendums:

Knowledge:

9. Use developed knowledge of the service or more specialist skills to undertake more complex tasks e.g. assistant in a technical specialism, training and mentoring new staff

Initiative:

10. Take responsibility for referring enquiry on to other colleagues or teams on behalf of external customers if necessary or advise the customer of services that they can access to meet their needs.
11. Independently lead on an area of work, responding to unanticipated problems without referring to a manager.

EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

Essential key skills and abilities

These criteria will be assessed at the application and interview stage.

- Ability to manage own time effectively and deal with conflicting demands
- Ability to accurately input and check computer data.
- Ability to communicate effectively and converse at ease with customers and colleagues, and provide advice in accurate spoken English
- Ability to accurately record and check written information
- Ability to follow County Council guidelines and policies, particularly in relation to Health and Safety and Customer Care standards

Desirable key skills and abilities

These criteria will be assessed at the application and interview stage.

- Ability to administer First Aid

Essential education and qualifications

These criteria will be evidenced via certificates, or at interview.

- QCF Level 2 qualification or equivalent experience
- Full U.K. driving licence with category D1

Desirable education and qualifications

These criteria will be evidenced via certificates, or at interview.

- Training in the principles of safe moving and handling

Essential knowledge

These criteria will be assessed at the application and interview stage.

- Basic ICT knowledge including working knowledge of Microsoft Office (in particular Outlook, Word and Excel)
- Awareness of the services provided by ESCC and the function of the team the role supports
- Good geographical knowledge of the county of East Sussex
- A clear understanding of the principles of safe driving

Knowledge Addendum:

- The ability to build knowledge in the role, with a view to coaching or supporting newer members of staff in the future

Desirable knowledge

These criteria will be assessed at the application and interview stage.

- An understanding of Health and Safety issues relating to the transportation of older people and adults with learning disabilities
- Knowledge of the equipment used in the carriage of passengers with special needs
- An awareness of various types of disability

Essential experience

These criteria will be assessed at the application and interview stage

- A minimum of three years' driving experience

Desirable experience

These criteria will be assessed at the application and interview stage

- Experience of working with/caring for individuals with special needs

Other essential criteria

These criteria will be assessed at the application and interview stage.

- Good customer focus: a caring disposition and awareness of the needs of older or disabled people
- The ability to assist vulnerable passengers on and off transport as required
- A willingness to undertake specific job-related training
- Good interpersonal skills
- The ability to work as part of a team
- The ability to work using own initiative when necessary
- The ability to maintain confidentiality
- A flexible approach to work, with a willingness to work outside normal office hours if required

Date (drawn up): Modified May 2021

Reference of Officer(s) drawing up person specifications: JR

Job Evaluation Reference: 12278

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	No
Working with children/vulnerable adults	Yes
Moving & handling operations	Yes
Occupational Driving	Yes
Lone Working	Yes
Working at height	No
Shift / night work	No
Working with hazardous substances	Yes
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	Yes