

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Driver – Complex and Day Services**

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

The key objective of the Complex and Day Services is to provide a service for vulnerable adults aged 18 upwards (no upper age limit), with physical difficulties, learning disabilities and dementia care. Within West Northamptonshire there is a provision for vulnerable adults with complex needs and higher individual support needs to attend a day service that meets their needs.

This role's purpose is to provide a safe transport service for customers attending the Complex and Day Service Centres within West Northamptonshire. This is a door to Day Service and return service, Monday to Friday.

## **Responsibilities:**

1. To be responsible for the safety of the vehicle, maintaining it to a high standard to always ensure the driving quality and safety of the customers.
2. To be responsible for the safety of vulnerable adults when transporting them to and from Complex and Day Services, ensuring they are appropriately strapped in and secure for the full journey and the transport is a safe, reliable and timely service.
3. To manage and report any incidents (minor and major) and to take appropriate action whilst transporting passengers, for example a customer who has an epileptic seizure or a passenger who removes their seatbelt.
4. At all times liaise with the office (or destination if appropriate) if delayed to ensure that service users, carers, escorts and all interested parties are kept informed of travel arrangements.
5. To ensure the lift fitted to the vehicle is maintained and fit for purpose thereby enabling disabled access, and the tail lift is only used for wheelchair passengers to get both on and off the minibus. Ensure the wheelchair tracking is kept free from debris on weekly checks.
6. Where necessary, assist accompanying escorts to ensure the safety of all passengers.
7. Always show kindness, compassion and understanding towards customers.
8. Comply with WNC's policies and procedures and any relevant legislative requirements linked to this role.
9. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and comply with the policies and procedures relating to health and safety within WNC.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to manoeuvre customers as required, using differing levels of physical effort	Essential	A, I
Good verbal communication skills, the ability to display empathy, kindness, compassion and respect to build relationships with customers	Essential	A, I
Good team working skills	Essential	A, I
Ability to cope under pressure and work reliably, even tempered and patient with service users	Essential	A, I
Focus on excellent customer service	Essential	A, I
Ability to work flexibly at times, e.g. evenings, weekends and bank holidays	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of basic health, safety and hygiene standards	Essential	A, I
Sound understanding of good care principles	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by

Education, training and work qualifications:	Essential / Desirable	Measured by
Clean and valid full driving license and willingness to drive WNC vehicle	Essential	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

### Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check

## Day-to-day in the role:

<b>Hours:</b>		<b>Primary work base:</b>	
<b>Job family band:</b>	Operations and Infrastructure Band 01	<b>Worker type:</b>	Operational Field-Based
<b>Salary range:</b>		<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

Regular manual handling is involved in this job role and you will be required to lone work.

This job role requires flexibility to meet the service needs, working on a rotating shift pattern, including weekend working.

We are open to discussions about flexible working.

You will be required to drive within the course of your duties.

This role has been identified as an 'operational field-based worker' type, this means that where you work will depend on the role's requirements.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

