

Job Description

Job Title: Passenger Fleet Transport Driver

POSCODE: TBC

Grade: NJC 1

Overall purpose of the job

The Passenger Transport Service organises and funds Adult Social care and Home to School transport for children, young people and vulnerable adults attending both mainstream, Special Educational Needs settings, Day Centres and respite facilities.

The Passenger Fleet Transport Driver will maintain a safe environment for children, young people, and vulnerable adults accessing local authority transport services. The Driver will provide an efficient, safe, and reliable transport service through their designated area, whilst providing service users with a positive experience and allowing them to attend designated facilities.

Through working effectively with the Fleet and Training Manager and/or the Delivery Team, the Driver will safely transport children, young people and or vulnerable adults from their home or respite address to approved facilities and return as required or agreed pick-up point to their school and collect them from the school premises back to their agreed drop off point.

Main accountabilities	
1.	To safely drive children, young people and/or vulnerable adults to a pre-arranged destination and ensure that they arrive on time. Ensuring they are safe, and all occupants of the vehicle are transported in appropriate seat or where using a wheelchair they are correctly secured using approved wheelchair restraints and all additional equipment is appropriately stowed.
2.	To maintain the standard of the vehicle, carrying out daily safety checks and ensuring that the interior is kept clean and presentable. This includes brakes, oil, water, tyres.
3.	Maintain driver checks, ensuring vehicle is roadworthy, and any defects reported
4.	To ensure service users are dealt with courteously, fairly and without prejudice, dealing with frontline customer queries if appropriate.
5.	Responsible for presenting a professional and courteous manner towards colleagues, service users, centre/school staff and members of the public.
6.	Follow policies and procedures, reporting any accidents or concerns through the appropriate form.
7.	Be an effective advocate, promoting the service within the wider community at every opportunity.
8.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9	Communicate with the Fleet & Training Manager Team and/or the Delivery Team, ensuring they are made aware of any changes to service users mobility or health deterioration.
10	Communicate any safeguarding concerns with the line manager in a timely manner.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment. You will undergo safeguarding training during your induction process. Refresher training will take place every three years.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Good general education, including GCSE/GCE passes or equivalent in English and Maths		Essential
Full, clean drivers' licence Category D1		Essential

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

Identify	Describe	Essential/ Desirable
Knowledge		
Vehicle and road safety	Knowledge of the legal responsibilities regarding vehicle safety, basic maintenance and driving	Essential
Vulnerable Adults /SEND	Knowledge of or experience of vulnerable adults children and young people with Special Educational Needs including physical and/or emotional needs and will need to understand and acknowledge this in order to effectively support them.	Desirable
Skills		
Interpersonal skills	Good interpersonal skills with an ability to show patience, understanding and a pleasant helpful manner when dealing with queries from service users of all ages and abilities	Essential

Flexibility	Flexible approach to all aspects of work with an ability to adapt to various situations as needs arise, including changing patterns in working hours and route delivery.	Essential
Experience		
Customer service	A good level of experience that demonstrates the ability to work with members of the public, and experience on how to manage challenging behaviour.	Desirable
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible	Field	Home
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