



**MANCHESTER  
CITY COUNCIL**

**Manchester City Council  
Role Profile**

**Passenger Assistant, Grade 1  
Home to school Transport, Children and Families  
Reports to: HTST Facilitator**

**Job Family: Front Line Delivery**

**Key Role Descriptors:**

The passenger assistant has a key role in ensuring the City Council can meet both statutory and non statutory provision for passengers it has identified a need for travel assistance.

**Key Role Accountabilities:**

To support Children's and Adult Services in the delivery of the service by safeguarding passengers during transit and ensuring a safe handover

Being responsible for the safety, welfare and supervision of service users whilst in transit between their designated pick up points and destinations.

Report any incident that may compromise passenger safety to the Home to School Transport Team.

Personal commitment to continuous self-development and service improvement. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Service - Access & Sufficiency

The service ensures children and young people aged 4 to 16 (2 to 25 for those with SEND) have access to appropriate Education. This includes ensuring there are sufficient school places across the City including

alternative provision and specialist provision through effective place planning and management; school organisation including overview of statutory change processes linked to schools; schools admissions processes; Children Missing Education processes including children who are electively home educated; statutory assessment for Education, Health and Care plans and maintenance of plans; home to school travel processes including free travel passes.

The Service is key to ensuring Children's & Education Directorate delivers its commitments to children:

- **Safe** All children and young people feel safe, their welfare promoted and safeguarded from harm within their homes, schools and communities
- **Happy** All children and young people grow up happy - having fun, having opportunities to take part in leisure and culture activities, and having a good social, emotional, and mental wellbeing. It also means all children and young people feeling that they have a voice and influence as active Manchester citizens
- **Healthy** The physical and mental health of all children and young people is maximised, enabling them to lead healthy, active lives, and to have the resilience to overcome emotional and behavioural challenges
- **Successful** All children and young people have the opportunity to thrive and achieve individual success in a way that is meaningful to them. This may be in their education, or in their emotional or personal lives

### The Team - Home to School Transport

The Council has a duty to promote the use of sustainable travel and transport between home and school. This includes promoting healthy, sustainable and safe travel solutions; actively engaging and promoting good outcomes for all children; supporting children and young people to attend school regularly; working in partnership with parents and carers to support them with their legal responsibility to ensure that their children attend school; and promoting independent travelling for children and young people wherever possible, taking account of their age and needs.

### The Role

The role holder will support passengers in their care for the duration of the journey to and from a place of education.

The role holder will address behavioural instances by where passengers could become distressed, disruptive or dangerous to fellow passengers

Report instances of driver behaviour or performance that do not meet the required standards.

Diffuse situations where a parent/carer is unhappy with the service their child is receiving.

Work with the driver to safely drop off a child when the parent/carer does not appear to be at home to welcome the child.

Be confident in the use of any technology supplied by the Home to School Transport Team, such as smartphones and use this in line with Council policy.

The role holder will undertake training relevant to the role when required, including annual refresher training.



## Passenger Assistant – Key Competencies and Technical Requirements

### Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

### Generic Skills

- **Interpersonal Skills:** Communication skills with the ability to adapt different styles to suit the audience and situation, and customer service skills to meet demanding customer needs.
- **Planning and Organising:** Provides work on time and to required standard and is capable of planning a range of simple tasks.
- **Problem Solving and Decision Making:** Ability to interpret rules and guidelines and know when something needs to be referred to supervisor.
- **Literacy and Numeracy:** Good literacy and numeracy skills.
- **Teamwork:** A commitment and ability to work with colleagues and managers across boundaries to deliver service excellence and improvement.

### Technical requirements (Role Specific)

To be willing to undergo an enhanced Disclosure and Barring Service (DBS)

To be willing to use any technology supplied by the service in connection to the role.