

PASSENGER ASSISTANT SUPERVISOR



Role Profile

Title	Passenger Assistant Supervisor	
Grade	GRADE D	
Reference:	N991	
Reports to:	Passenger Assistant Manager	
Work style Definition	Mobile worker	
Job Type:	Supervisor	
Primary purpose of role	To provide first line supervisory management to approx. 160 Passenger Assistants (PA) together with another Passenger Assistant Supervisor. Monitoring performance and safety of passenger assistants. Providing advice and support to staff and forming solutions to reduce risks in line with Health and Safety risk assessments and safe systems of work. Occasional requirement to undertake the duties of a Passenger Assistant when required.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ To provide first line supervisory management to approx. 160 Passenger Assistants together with another Passenger Assistant Supervisor. (60%) ▪ Responsible for making decisions on, and forming solutions to, a diverse range of operational and health and safety issues. (10%) ▪ Ensure children have the correct equipment to ensure safe travel, e.g. car seat/buckle safe etc. (10%) ▪ Maintain effective risk assessment and performance records (5%) ▪ Identifying the need for appropriate additional training requirements for all Passenger Assistants to ensure PCC's duty of care and minimise the risk of serious injury to staff and clients (5%) ▪ Recommend changes to staffing levels on school transport. (5%) 	Role measures <ul style="list-style-type: none"> ▪ Monitoring performance and safety of passenger assistants ▪ Confidence to communicate effectively ▪ Solve straight-forward problems highlighted by Passenger Assistants which may arise during the journeys ▪ Identifying appropriate training requirements for the PAs ▪ Effective delivery of PA training ▪ Ensuring that all equipment is fitted to manufacturers guidelines

	<ul style="list-style-type: none"> Monitor and identify Health and Safety issues and Personal Protective Equipment to ensure compliance, reporting any problems to the Passenger Assistant Manager (5%) 	
Key activities	<ul style="list-style-type: none"> Provide supervision, advice and support to approx. 160 passenger assistants, who work on home to school and social care transport. The Passenger Assistants work on taxis and minibuses throughout the city and have no office or school base. 50% of your working time will be doing site visits. (60%) Undertake annual appraisal and probationary reports of Passenger Assistants, and return to work interviews and associated absence meetings for staff returning from sick leave (5%) Delivery of Passenger Assistant Training Scheme (with other team members) for new and existing PAs and ensure all aspects of the Training Scheme are fully implemented. Including recommendations to update the scheme. (5%) Making informed recommendations to the Passenger Assistant Manager on all areas relating to people management and the continued development of the Passenger Assistant Service (5%) First point of contact for schools regarding general issues relating to Passenger Assistants and students (5%) Liaises closely with the Quality Standards Officer with matters relating to drivers and vehicles (5%) Updating student and passenger assistant personal records on a database. Monitor routes to ensure correct timings are recorded to validate PA contracted hours and investigates inconsistencies (5%) Occasional requirement to undertake the duties of a Passenger Assistant when required may include occasional need to lift or carry. (5%) Prioritise own workload and arrange appointments to visit passenger assistants, schools or parents (5%) Carry out other duties appropriate to the grade of the post 	
Essential qualifications/knowledge	<ul style="list-style-type: none"> Substantial experience of supervising or line managing staff and managing performance GCSE A – C / 9-4 in English and Maths or equivalent Well organised and good administrative abilities Full driving licence and the ability to get to/from school sites and venues A knowledge and understanding of Special Educational Needs. Knowledge/experience of Health and Safety Awareness of specific H & S and SEN transport issues eg wheelchair transport, lifting and handling etc. 	

Desirable qualifications/ knowledge	
Essential experience	<ul style="list-style-type: none"> ▪ Experience of undertaking individual performance appraisals. ▪ Excellent keyboard and ICT skills inc. databases, spreadsheets and word processing. ▪ Experience of dealing with difficult and volatile situations.
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of using Capita One database ▪ Experience of managing remote workers ▪ Experience of developing and undertaking risk assessments.
Essential skills	<ul style="list-style-type: none"> ▪ Good leadership and supervisory skills ▪ Excellent communication skills both oral and written ▪ Excellent problem solving skills ▪ Ability to work outside in all weathers ▪ Ability to deal with clients who occasionally may be angry or irate.
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	