

Job Profile

Job Title: Passenger Assistant - Term Time Only

Job Grade: Level 1 Zone 3

Salary Range: £11,162 - £11,958

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

To provide passenger assistance to clients with differing needs during their travel arrangements within Camden Transport as part of Camden's in-house transport service known as Camden Accessible Travel Solutions (CATS).

CATS is based within York Way Depot, in King's Cross, London. The service is responsible for a wide range of transport related services including the provision of accessible buses for children and adults, taxi bookings, fleet maintenance, an MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

The Passenger Assistant will form part of the Logistics Team within CATS which sits under the Supporting Communities Directorate of Camden Council.

The post holder will report to Service Controllers and will have a dotted line into the Logistics Manager.

About the role

The role will primarily focus on the day-to-day transport service ensuring that all service users are transported safely to and from school, and or to a day centre. The role also requires individuals to have experience of working with disabled children and/or vulnerable adults and the ability to communicate effectively and undertake physical aspects of the role.

Example outcomes or objectives that this role will deliver:

- To complete all relevant paperwork (physical or digital) associated with the jobs you have undertaken to the agreed standards and in a timely manner.
- To provide feedback on improvements on service users that may be considered necessary to improve their journey and safety.
- Ensure safety and wellbeing of Transport users throughout the journey and handover.
- For those clients that have been identified, assist with dressing and emergency toileting, where required and assist into the vehicle.
- To manoeuvre clients, with the help of a driver or escort, using the appropriate equipment and techniques, ensuring safe entry, travel and exit of transport at all times. This includes transfers via stairs etc. where reasonable and appropriate to do so.

- Apply health and safety standards to ensure the welfare of clients in general and when assisting with the boarding and alighting of passengers. This includes physically assisting passengers with severe disabilities and/or varying medical conditions (particularly using tail-lifts), securing clients in seat using the requisite safety restraining system, and ensuring that all wheelchairs are correctly secured to the retaining mechanisms or securing points within the vehicle.
- Responsible along with the driver in ensuring the interior and exterior of the vehicle is always clean and tidy to required standards, including hygiene control. To ensure that the necessary personal protective equipment and uniform are worn when required.

About you

Qualifications

- Relevant manual handling training
- First Aid Trained
- PATS Trained
- Basic English (Verbal and Written)

Technical Knowledge

- Understanding the importance of Safeguarding Principals
- Able to safely fasten passengers into designated seats
- Safely harness and seat wheelchair users
- Understanding of basic vehicle movement and use of Tai lift (if required)

Experience

- Operating and using appropriate techniques and equipment e.g., tail-lifts, sitting restraints will be a daily routine in this role.
- Appropriate health and safety/manual handling activities e.g., pushing, lifting, carrying and/or supporting clients from, to and into vehicles.

Work Environment:

- Post holder will be based within the transport depot at York Way, King's Cross.
- The Council's normal working hours are between 7am to 10pm Monday to Friday and 8am to 5pm Saturday and Sunday. From time-to-time you may be asked to work hours that are additional to or different from the hours you usually work.
- The role will require some outside working.
- This role will require hands-on manual work which includes using a wheelchair
- The post holder will be provided a uniform appropriate for working within a transport depot and in accordance with Health and Safety protocols for ensuring staff safety at work. .
- The normal place of work on a day-to-day basis is in predominantly outdoor environment on vehicles that transport clients from and to various locations.

People Management Responsibilities:

- The post holder will have no direct line management responsibilities. The staff and management team will be expected to provide training and support to new staff and provide support.

Relationships:

- The post holder will report to Service Controllers/Logistics Manager and be expected to work closely with other officers in relation to their day-to-day activities. The post holder will also need to work closely with the Logistics Manager within Camden in relation to ongoing development.
- The post holder will be expected to work with other key internal and external stakeholders regarding safeguarding, training and service improvement.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG