Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Bus Escort | | | **Director/Service/Sector:** Children’s Services or Community & Environmental Services | | **Office Use** |
| **Band:** 1 | | | **Workplace:** Various Locations | | **JE ref:** 139  **HRMS ref:** |
| **Responsible to:** | | | **Date:** | **Lead & Man Induction:** |
| **Job Purpose:** To oversee and assist service users being transported to and from their homes | | | | | |
| **Resources** | Staff | None | | | |
| Finance | | None | | | |
| Physical | | None | | | |
| Clients | | Shared responsibility for personal possessions of service users in transport | | | |
| **Duties and key result areas:** Individually or as part of a team, Include but are not restricted to:-   1. Assist service users on and off vehicles as necessary. 2. Oversee service users during transport. 3. Deal with incidents in accordance with established procedures. 4. Convey information from service provider to families and vice versa. 5. Other duties appropriate to the nature, level and grade of the post. | | | | | |
| **Work Arrangements** | | | | | |
| Physical requirements:  Transport requirements:  Working patterns:  Working conditions: | | Regular need to assist service users on and off the bus.  None.  Normally Monday to Friday with occasional requirement for other days.  Some requirement to work in adverse weather conditions. | | | |

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**PERSON SPECIFICATION**

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| **Post Title:**  Bus Escort | **Director/Service/Sector:** Children’s Services or Community & Environmental Services | Ref: 139 | |
| **Essential** | **Desirable** | | **Assess**  **by** |
| **Qualifications and Knowledge** | | | |
| No particular qualifications or knowledge are required | Some knowledge of the range of tasks together with the operation of associated tools and equipment. | |  |
| **Experience** | | | |
| No specific experience in the workplace is necessary. | Some experience in a similar environment. | |  |
| **Skills and competencies** | | | |
| Ability to follow straightforward oral and written instructions and to keep basic work records.  Physical skills related to the work. |  | |  |
| **Physical, mental and emotional demands** | | | |
| Occasional need to lift and carry items of moderate weight. |  | |  |
| **Motivation** | | | |
| A commitment to providing a quality service to customers. | A willingness to undertake job related training | |  |
| **Other** | | | |
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits