



# Operations

Commercial



United in Purpose

**Global Job Title** Passenger Assistant

**Discipline** Facilities

**Sub Discipline** Facilities and Estates

### **Role Purpose**

Provide a safe atmosphere for vehicle passengers and crew that travel in vehicles.

The passenger assistant typically rides in a bus providing aid, control and working with children, young persons, and vulnerable adults.

### **Key Responsibilities and Accountabilities**

1. Ensure the safety of clients and actively ensure all safeguarding procedures are followed and concerns are raised.
2. Work with clients who may exhibit difficult behaviour and sensitively calm and manage these behaviours and situations and their impact on other clients.
3. Handling difficult situations where clients with complex behavioural issues need to be managed.
4. Lifting and handle persons in accordance with Health and Safety regulations.
5. Collect and collate data, complete records and documents recording information consistent with the correct protocols and procedures.
6. May provide a front of house service at the designated reception points including responding to customer and visitor enquiries.
7. Inspect and carry out remedial tasks to ensure vehicles are clean, tidy, litter free and safe for the passengers to embark and remain in the vehicle during transit.
8. Report vehicle hygiene issues.

### **About this Role**

The passenger role requires the individual to have a friendly disposition, a positive attitude and enjoy working with children. The role requires,

- The individual is fit and reliable.
- Has a sufficient command of spoken and written English.
- Activities meet the ongoing and changing needs of stakeholders, clients, and customers.
- Experience of working with clients with complex needs is an advantage.

The individual will be subject to DBS criminal record check as the role involves working with children, young persons and vulnerable adults.