



Role Profile

Role Title: Passenger Assistant/Casual Passenger Assistant

People – Prevention and Communities

Role Profile: Passenger Assistant / Casual Passenger Assistant	Role Profile Number: SBC_10021
Directorate: Prevention & Communities	Reporting to: Team Leader
Grade: CFL1	Date Prepared: 01/10/2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.

 We See people, not problems – and stay curious to understand their story.	 We Hear each other and the people we serve.	 We Care about our colleagues, residents and community.	 We Act with integrity, accountability and purpose.	 We Learn from data, feedback and experience to keep improving.
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Purpose:

To be responsible for the direct supervision of passengers travelling on SEND Transport. Passengers may have learning difficulties, physical disabilities and/or challenging behaviour.

Key responsibilities and accountabilities:

- Ensure the safety, well-being and appropriate supervision of passengers whilst travelling.
- Ensure that any special seating/wheelchair restraint equipment is correctly fitted and used where appropriate.
- Provide support to enable passengers with mobility difficulties to board and alight vehicles. This can include wheelchair users using vehicle-mounted passenger lifts.
- Liaise with parents/carers, schools/day centres and Passenger Transport Team (PTT) regarding any issues during transportation, i.e. factors affecting a passenger's health and well-being and reporting of incidents, vehicle breakdowns, time-keeping and behavioural problems.
- Undertake training as appropriate under the Passenger Assistant Training Scheme, attend team meetings and appraisals.
- Comply with risk assessments/guidance notes issued by PTT.
- To be contactable outside contracted hours (i.e. route journey times).
- To be available for alternative duties should the regular run not be required on any particular day.
- Casual Passenger Assistants – to cover Passenger Assistant absences as required.

Professional

Maintain effective communication and working relationships with passengers, parents/carers, staff at schools/day centres, drivers and the Passenger Transport Team.

Work in accordance with relevant risk assessments and guidance notes and undertake appropriate training.

Decision making:

Day-to-day operational decisions, i.e. dealing with, safely managing and reporting problems encountered whilst travelling to and from school.

Creativity and innovation

- Management of behavioural problems.
- Ensuring the safety and comfort of passengers whilst travelling.

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• Evidence of training in working with and the handling of people with special needs, for example a Passenger Assistant Training Scheme.	D
Knowledge and Experience:	
• Knowledge, appreciation or experience of working with people with special needs. • Evidence of training in working with and the handling of people with special needs, for example a Passenger Assistant Training Scheme. • Ability to understand and use sign language where required, dependent upon client needs.	E D D
Aptitudes, Skills and Competencies:	

• Ability to work unsupervised.	E
• Ability to ensure the safety, well-being and appropriate supervision of passengers whilst travelling.	E
• Ability to safely manage and report problems encountered whilst travelling.	E
• Ability to manage behavioural problems appropriately.	E
• Ability to communicate effectively with passengers, parents/carers, staff at schools/day centres, drivers and the Passenger Transport Team.	E
• Physical flexibility to assist passengers with mobility difficulties/wheelchair users.	E
Special Conditions of Recruitment: • Available to work during school term-times. • Access to a telephone for contact outside contracted hours (i.e. route journey times). • This post is subject to an Enhanced Disclosure and Barring Service (DBS) disclosure.	

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

