

Person Specification

PASSENGER ASSISTANT

Experience

- To have experience of working with children, older people or vulnerable adults either in a work or voluntary capacity.

Experience (Desirable)

- To have experience of passenger assistance or escort duties.

Skills (Essential)

- To be able to work with children and vulnerable adults.
- To be able to work with the allocated driver and other team members so as to meet the needs of the transport service.
- To be able to take care of the travelling needs of passengers.
- To be able to communicate with passengers and be aware of their needs.
- To show initiative in resolving problems when required.
- To be able to take instruction and learn quickly in a changing situation.
- To be able to take care of a group of passengers when awaiting transport.
- To be able to complete paperwork accurately as required.
- To be able to respect the confidentiality of any information provided to them.

Qualifications

- To have successfully completed a recognised and relevant training course in First Aid or show an ability to be able to do so.

Personal Qualities

- To be of good character and sound integrity.
- To be patient and courteous with all passengers.
- Able to get on with people from all backgrounds and in all circumstances in a polite and sensitive way. This includes people from all ethnic groups, religious groups, people of all sexes, people with disabilities and people in social need.
- To be sympathetic to the needs of children, disabled and elderly people.
- Have interest in, or the commitment to the social objectives of a non-profit making, charitable organisation.
- To be reliable and conscientious.
- To be able to stay calm in difficult situations.
- To be flexible in their approach to their work.
- To be punctual.
- To be committed to doing their job well.