

# Hertfordshire County Council Job Outline



**JOB TITLE:** Driver Attendant  
**GRADE:** H2  
**REPORTS TO:** Transport Co-ordinator or Planner  
**TEAM:** Integrated Transport Unit  
**DEPARTMENT:** Environment & Transport

## Purpose of the Job

The objective of the post holder is to transport students and services users to and from their homes to schools/colleges/day services in a safe and caring manner and to ensure that the vehicle is roadworthy. We are looking for people with a caring and professional approach. The ideal person will naturally go above and beyond; acknowledging that our passengers value a friendly face and someone who is thoughtful and considerate; flexibility is therefore essential.

## Main Areas of Responsibility

Responsible/Accountable for:

- Driving the fleet vehicle allocated to the relevant school/college/day service with consideration for the comfort of the passengers on board
- Working with a diverse range of passengers; working with students through to older people and individuals with disabilities or Special Educational Needs.
- At all times to be helpful, courteous and understanding
- Carrying out daily and weekly checks on the vehicle as stated in the Driver's Handbook and to keep the vehicle clean and tidy at all times
- Being responsible for reporting any defects to the vehicle or accidents involving the vehicle or passengers to the Manager
- Assisting students/service users carefully to and from their homes as well as on and off the vehicle and to ensure that all seated passengers wear the correct safety restraints
- Being responsible for securing child seats and booster seats in the vehicles and complying with current legislation for car seats
- Notifying the relevant Manager when no contact can be made at students/service users' home
- Reporting to a member of staff at school/college/day service if a passenger falls ill whilst travelling to school/college/day service or any general concerns regarding their wellbeing
- Some positions will require handling money from service users attending day services.

Other Duties Include:

- In special circumstances, be prepared to work in other locations
- Attending any organised training and regular staff supervision sessions
- To be medically fit to drive at all times and must inform their employer and the DVLA if they have any medical condition which may affect their ability to drive.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

### **Qualifications and Experience:**

#### **Essential**

- Experience in driving both manual and automatic vehicles. D1 category to be held on the driving licence in order to drive minibus-type vehicles
- Be a confident and safe driver. A driving assessment will be required if offered the position.

### **Interpersonal & Communication Skills:**

#### **Essential**

- Be able to complete documentation accurately; such as accident reports or reports on the condition of the vehicle
- Be willing to undertake training to work with vulnerable children & adults
- Be physically fit; able to assist passengers, lift and carry items including vehicle seats and equipment
- Be a good team worker, but able to work unsupervised; with a “can do” attitude and good interpersonal skills, especially for dealing with passengers; treating people with dignity and respect.

## **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

## **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.