**East Surrey Rural Transport Partnership**

**PERSON SPECIFICATION**

**JOB TITLE: PASSENGER ASSISTANT (ESCORT)**

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|  | **Essential**  | **Desirable** |
| QualificationsEducation/Professional | Able to apply successfully for a Surrey County Council “Red Badge”Willingness to attend Passenger Assistant Training (PATS) | Knowledge of First AidPassenger Assistant Training to MiDAS /PATS standard |
| Work Experience | Experience of working with people or the general publicAbility to acquire references from current or previous employer | Experience of working with the elderly, disabled and the youngExperience of working in the bus industry/community transport sector |
| Special Aptitude/Skills | Good interpersonal skillsFully appreciate the need to follow all Health and Safety procedures including daily vehicle checks.A commitment to the highest standards of customer careAble to exercise initiative in emergency situations |  |
| Disposition | Able to work as part of a teamAbility to remain calm and work effectively under pressure.Ability to empathise with people.Flexible approach to shift working patternsPositive attitudeHonestReliable | Good sense of humour |
| Physical Requirements | Must be physically fit and able to push/load passengers in wheelchairs and secure safely in confined areas |  |

This position will be subject to a DBS Enhanced Disclosure