**East Surrey Rural Transport Partnership**

**PERSON SPECIFICATION**

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

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|  | **Essential** | **Desirable** |
| Qualifications  Education/  Professional | Able to apply successfully for a Surrey County Council “Red Badge”  Willingness to attend Passenger Assistant Training (PATS) | Knowledge of First Aid  Passenger Assistant Training to MiDAS /PATS standard |
| Work Experience | Experience of working with people or the general public  Ability to acquire references from current or previous employer | Experience of working with the elderly, disabled and the young  Experience of working in the bus industry/community transport sector |
| Special Aptitude/Skills | Good interpersonal skills  Fully appreciate the need to follow all Health and Safety procedures including daily vehicle checks.  A commitment to the highest standards of customer care  Able to exercise initiative in emergency situations |  |
| Disposition | Able to work as part of a team  Ability to remain calm and work effectively under pressure.  Ability to empathise with people.  Flexible approach to shift working patterns  Positive attitude  Honest  Reliable | 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