



Job Description and Person Specification

Passenger Transport Driver

Job Details	
Grade	4
Service	Customer and Support Services / Fleet / Special Needs Transport
Location	Whitley Depot
Job Evaluation Code	C6215D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Under the general direction of the Supervisor, to be responsible for the operation of vehicles, escort duties, and/or ancillary duties (as noted below) in relation to delivery of Special Needs Transport service.</p>

Main Duties & Key Accountabilities

1. Undertake all driving (incorporating passenger transport and/or incontinent laundry), escort, and delivery duties in allocated vehicles as instructed by Supervisor.
2. Pick up clients and transport them to their point of destination using the vehicle in a safe manner at all times.
3. Assist clients with learning/physical difficulties to board on/off the vehicle and to ensure that they are seated securely using seat belts and/or harnesses.
4. Respect all clients and treat them with sensitivity at all times.
5. Take all reasonable steps to prevent clients from causing harm to themselves and/or others.
6. Receive items of clothing, equipment and medication and/or money and pass these on to parent/carer at client's destination address.
7. Deliver home meals to clients and report to Supervisor any cause for concern relating to the client's condition, so that appropriate action may be taken.
8. Carry out daily vehicle checks before start of journey and report all defects to Workshops for action.
9. Ensure the vehicle handbrake is applied, ignition key removed and doors locked when not in vehicle.
10. Operate 2-way radios with due care and attention to health and safety policy guidelines.
11. Complete all paperwork as requested.
12. Be flexible in working contracted hours over a standard working day and over a 7-day working week on a rota basis as and when required to meet the needs of the service.
13. Any other duties and responsibilities within the range of the salary grade.

Note: All personnel are prohibited from smoking in vehicles in line with Council policy. All incidents of smoking are to be reported and will be treated as a disciplinary offence.

Key Relationships			
External:	Special Educational Schools both LA and Academies within Coventry and outside of Coventry.	Internal :	Centres for Adults with Learning Difficulties and Centres for Older People

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	<ul style="list-style-type: none"> • Practical knowledge of the Highway Code • Basic Knowledge of Health and Safety. • Able to demonstrate an understanding of the City Council's Equal Opportunities Policy.

Skills And Ability	<ul style="list-style-type: none"> • Flexible approach to work. • Ability to work as part of a team. • Ability to assist passengers in/out of wheelchairs and/or in/out of vehicles • Ability to respect clients with varying needs and treat them with sensitivity at all times. • Ability to maintain satisfactory attendance levels and timekeeping. • Ability to work on own initiative. • Good communication skills. • Willingness to learn new skills.
Experience	<ul style="list-style-type: none"> • Dealing with people
Qualification	<ul style="list-style-type: none"> • Driving licence, CAT D (101) or full PSV licence (qualified to drive up to 16 seat minibus), or pre 1997 driving licence.
Special Requirements	<ul style="list-style-type: none"> • This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Declaration			
Reviewed/Created By:	Mark Bolton		
Job Title:	Passenger Transport Manager	Date:	March 2025