

Civic Pride

Passenger Transport

Driver / Attendant

Job Description and Person Specification

December 2025

Job Description

Job Title:	Driver/ Attendant
Department:	Neighbourhood and Environmental Services
Function:	Fleet Assets & Transport
Team:	Passenger Service
Post number:	DS2058
Grade:	LBR03
Hours/Weeks:	20hrs a week (Term-Time only)
Base Location:	Ley Street Depot
Reports to:	Team Leader
Responsible for:	N/A
Role purpose and Role dimensions:	To provide a professional driving service for a range of vehicles requiring a D1 category licence, ensuring passenger safety, vehicle maintenance, and compliance with all relevant legislation and company policies.
Key external contacts:	Schools, external customers. client's, careers, guardians and day centres both within and outside of the London Borough of Redbridge.
Key Internal contacts:	Education and Inclusion team.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible</i>	No budgetary responsibility
Key areas for decision making:	None
Other considerations: <i>E.g. working patterns</i>	Flexibility in working patterns to fit within the need of the business. Employees may be expected to work to a rota pattern and to be on call when required.
Key accountabilities and result areas:	Key elements:
Communications	This will involve: Liaise with colleagues, management, customers and suppliers.
Information Technology:	This will involve: Operating relevant IT system required to efficiently undertake training
Responsibilities:	This will involve: <ul style="list-style-type: none"> • Driving a range of vehicles for which the post holder holds a license and operating ancillary equipment. • Undertaking daily vehicle routine maintenance and safety checks (oil, water, tyres, pressures, lights, passenger lift, wheelchair securing equipment). • Maintaining a basic knowledge of first aid and providing initial assistance to passengers. • Ensuring timesheets and record sheets are completed accurately and returned within specified timeframes; download digital tachograph card weekly. • Ensuring individual responsibility for clients during transport, including collection and return to homes, acting as point of contact with medical staff and agencies.

	<ul style="list-style-type: none"> • Ensuring care and safety of passengers, especially those with disabilities, from point of collection to delivery. • Using interpersonal and communication skills to work effectively with colleagues, external agencies, and management. • Completing and submitting accurate written records as required. • Complying with Working Time Directive and applicable drivers' hours legislation. • Maintaining vehicles to a high standard of cleanliness inside and out. • Working collaboratively with Passenger Assistants to provide safe and punctual service. • Ensuring passengers, particularly wheelchair users, are secured safely using supplied equipment. • Wearing uniform and protective clothing as required, including staff ID at all times. • Reporting vehicle defects promptly and following health and safety procedures. • Providing excellent customer service and safeguarding vulnerable passengers. • Undertaking training as required. • Collecting, transporting, and delivering post, parcels, furniture, luggage, equipment, and supplies across council locations. • Collecting and disposing of clinical waste. • Undertake long-distance driving when required. • Work flexibly to support commercial operations.
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General accountabilities and responsibilities	
Green Statement:	<p>This will involve:</p> <p>Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to make Redbridge a cleaner, greener place to live. In particular demonstrating good environmental practice (such as energy efficiency use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</p>
Data Protection /Confidentiality:	<p>This will involve:</p> <p>Complying with the Data Protection Act 1998-treating all information acquired through your employment, both formally and informally in strict confidence and in accordance with Caldicott principles.</p> <p>Complying with the Code of Conduct other practice guidelines and the rules and protocols defining employees access to and use of the Council's database and systems. Any breaches could result in disciplinary measures.</p> <p>Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</p>

Conduct and Whistleblowing:	<p>This will involve:</p> <p>Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate levels of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</p>
Safer Working:	<p>This will involve:</p> <p>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check, and references will be taken up prior to interview.</p>
Equalities:	<p>This will involve:</p> <p>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council's policies in your work, to undertake any appropriate training and to challenge and prejudice and discrimination.</p>
Customers Care:	<p>This will involve:</p> <p>Complying with corporate and service area customer service standards and promoting the development to high quality, individualised and customer-led services.</p>
Health and Safety:	<p>This will involve:</p> <p>Being responsible for your own Health & Safety as well as that of colleagues', service users and the public. Employees should co-operate with management follow established systems of work use protective equipment where necessary and report defectives and hazards to management.</p>
To contribute as an effective and collaborative member of the team:	<p>This will involve:</p> <p>Taking responsibility for continuing self-development and participating in training and development activities.</p> <p>Supporting and contributing to value for money, service efficiencies and improvements.</p>
Flexibility:	<p>This is involved:</p> <p>The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within you're the level and competence.</p>

Person Specification

Job Title:	Driver Attendant	A-I-T	Weighting
Method of candidate assessment A = Application form, I = Interview, T= Test Weighting: 3= Most important 2= Least important			
Minimum education/ Qualifications:	Valid UK driving licence with D1 category.	A	3
	Basic First Aid certification (or willingness to train)	A	2
Minimum experience/ Knowledge/ skills:	Safe and competent driving skills.	A	3
	Ability to perform routine vehicle checks and minor maintenance.	AI	2 3
	Strong communication and interpersonal skills.	I	3
	Ability to follow schedules and work under time constraints.	I	2
Minimum competencies <i>Customer focus</i>	Promotes and gives a positive image of both the Council and our service.	I	3
	Ability to deal tactfully with staff, external agencies and members of the public.	I	3
Communication and influencing	Demonstrate tact and diplomacy in dealing with sensitive issues relating to staff, members of public.	I	3 3
	Ability to remain calm in a demanding environment and deal sympathetically with distressed or agitated customers.	I	3
	Demonstrate the ability to communicate effectively and positively with the public and staff within the council.	I	3
Building relationships, Working together and in partnership	Co-operates and works well with others in the pursuit of team goals and sharing information.	I	2
	Able to communicate with others in clear spoken and written English.	AI	3
Respecting & Implementing Diversity	Work with a diverse workforce some who may not speak English as a first language to ensure the service is delivered safely and as planned.	I	3
	Work with a diverse range of clients acknowledging their unique needs and how best accommodate them.	I	2
Planning, organising & achieving results	Manages time in an effective and productive way.	I	3
Embracing change	Able to work flexibly and embrace new ideas and ways of working.	AI	3
	Able to feedback on working practices and make changes where required to delivery improvement.	I	2