

Job Summary

Post Title	Coach Park Assistant	Pay Grade	1
Service Area	Integrated Transport Unit - TEE	Line Manager	(Compliance, Safeguarding and HSEQ Manager)
Location	Aylesbury Coach Park		

Section 1: Job Purpose and Job Context

To work as part of a team supervising 11-17 year old students waiting and boarding school buses in the afternoon at the Aylesbury Coach Park. Ensure vehicles arrive and depart on time and report incidents of late operation, poor practice and student bad behaviour to the relevant authority in a timely way. Size and scope: Approximately 2000 students and around 40 vehicles per day use the coach park Monday to Friday afternoons Term Time for a period of one hour each afternoon school day.

Section 2: Main Responsibilities and Duties

1. Checking buses arrive and depart at the correct time
2. Ensure student's wait and board vehicles safely
3. Checking vehicles depart on time and without incident
4. Monitor student behaviour appropriately
5. Assist and support the team with any incident management.
6. Report all incidents accurately and in a timely way to appropriate person
7. Ensure drivers of unauthorised vehicles (cars) are advised of the private facility.
8. Ensure members of the public are advised of the private facility (safeguarding students)
9. Information provider to Compliance and Safeguarding officer present
10. Act as an immediate point of contact for students / teachers / drivers / establishments / members of the public

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

Perform to your best every day

- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
Report writing (accurate and factual incident reports completed and submitted in a timely way)	Able to complete factual written reports as part of incident reporting	✓	
Compliance to BCC policy & procedures	Ensure the safety of students whilst waiting for vehicles to arrive and when boarding vehicles.	✓	
Maintain good communications / relationships with stakeholders, especially end users of services Ensure quality of service to the end-user	Relay information of delays to services to parents, students, schools and transport officers if required	✓	
Report quality of service issues	Wait until last vehicle has departed, report delays so the transport officer can liaise with operator to ensure delay is not repeated. Report poor driver behaviour and poor vehicle quality to transport officer	✓	
Useful to have understanding of transport / communication implications of people with disabilities		✓	
Working outside in all types of weather		✓	
Working as part of a small team.		✓	
Working with large amounts of students		✓	
Qualifications		Essential	Desirable
Education to minimum GCSE/NVQ Level 2 in English		✓	
Other Requirements		Essential	Desirable
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		✓	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.