



# Recruitment Pack

## London Hire Community Services





## VACANCIES

**Role:** PCV Driver / PCO Driver / Passenger Assistant

**Location:** Belvedere, Croydon, Ealing, Lewisham, Milton Keynes, Kingston, Lambeth & West London

**Contract:** Casual, Fixed Term, Permanent & Temporary



Dear Candidate,

Thank you for your interest in working with London Hire Community Services.

We hope this recruitment pack will help you to understand why this is a challenging and rewarding place to work and we can help you to develop your skills and your career with us.

London Hire Community Services Ltd has been created to provide accessible transport services predominantly for Home to School and Adult transport type services, where passengers are unable to access public transport. All our services are run under full passenger vehicle operator's licence regulations.

We have built our service around principals and process that are recognised as industry standards. We have been accredited with the ISO 9001 quality standard as well as ISO 14001 which manages our environmental impact. We take the safety of our passengers as well as our staff very seriously and have also put in place OHSAS 18001 that governs the way we manage Health and Safety in the work place.

We've included some information in this pack which will explain a little more about London Hire Community Services and an application form.

In the meantime, we look forward to hearing from you and may I wish you every success with your application.

Kind Regards

**Human Resources Department**

# Role Profile

## PCV Driver - Job Description

**JOB PURPOSE:** The role of the PCV driver is to provide London Hire Community Services with professional driving services that support our work or contracts and equally important our passengers. Successful candidates will need to hold a valid full unrestricted category D PSV driving licence as well as a CPC qualification card. The nature of our work will require the candidate to demonstrate an understanding of disability issues and deliver the service with a patient and a level-headed attitude.

PCV Drivers will generally be required to work between 25 and 35hrs per week depending upon the route allocation. Home to school services are generally paid on a split shift basis.

### DRIVER DUTIES & RESPONSIBILITIES

1. Driving in a manner that ensures the safety and comfort of passengers.
2. Consideration for other road users when driving, parking and manoeuvring.
3. Ensuring mandatory vehicle checks are undertaken every time a vehicle is used to ensure roadworthiness.
4. Report vehicle defects in line with depot processes.
5. Ensure the vehicle allocated is secure at all times whilst in use.
6. Ensure all communication equipment is correctly utilised ensuring the safe, smooth and efficient running of the service.
7. Ensure that any vehicle used has adequate fuel for any journey.
8. Refuel vehicle as and when required or instructed.
9. Ensure vehicle is cleaned inside and outside as required (weekly).
10. Remove and replace seating as required.
11. Ensure vehicle is parked correctly and where necessary in a pre-allocated bay.

### PASSENGER & CLIENTS

1. Operate any passenger lift or other equipment that is used to assist passengers boarding and alighting the vehicle as required and in line guidelines or instructions.
2. Assist passengers with vehicle boarding and alighting including helping with luggage or other personal effects.
3. Ensure any wheelchairs are correctly located and secured using suitable equipment.
4. Ensure passengers in wheelchairs are secured with a full lap and diagonal safety belt or other securing equipment.
5. Always act and perform duties in a professional and caring manner.
6. Communicate with passengers and clients in a patient, informative, non-patronising manner.
7. Support Passenger Assistants as required in performance of their duties

### GENERAL

1. Adherence to and promotion of Equality policy at all times.
2. To comply with the statutory provision of the Health & Safety at Work Act 1974 and any other relevant legislation or policies and procedures relating to health and safety and good working practice.
3. Adherence to all company procedures and codes of conduct relating to the role.
4. Assist where required in the undertaking of risk assessments involving passenger, vehicles and any other area that may be associated with the vehicle or its equipment.
5. Ensure that duties start punctually by reporting for duty at the specified times and ensure all services run to agreed times.
6. Promote all services operated by London Hire Community Services in a positive manor.
7. Maintain good working relations with all members of staff.
8. Wear the provided uniform at all times when on duty and ensure garments are kept in a clean, hygienic and presentable condition at all times.
9. Undertake any other reasonable duties as directed by line management or the Directorate.

# **Role Profile**

## **PCV Driver – Person Specification**

### **SPECIFIC ESSENTIAL REQUIREMENT**

Must be familiar with driving in and around the area the post is vacant.

### **ESSENTIAL REQUIREMENT**

1. Two years or more experience of driving a bus or coach and have ability to drive to high standard required.
2. Hold a full unrestricted D (PSV) driving licence (auto restriction acceptable) with no more than 3 penalty points.
3. Hold or willing to apply for a DVLA Digital Tachograph driver's card.
4. Hold a current CPC Drivers card.
5. Willing to undertake and to satisfy and continue to satisfy a Criminal Records Bureau check.
6. Willing to continually satisfy our Safeguarding policy and procedures.
7. Willing to work additional hours as agreed outside normal working hours.
8. Ability to assist where necessary passengers who may have mobility difficulties.
9. An understanding for the care of people with disabilities.
10. Be physically fit.
11. Willing to undertake training.
12. Ability to work in a team environment as well as confidence to work with minimum supervision and using own initiative.
13. Good clear verbal and written communications skills.
14. Ability to complete registers and records clearly and accurately.
15. Ability to work to London Hire Community Services Equality Policy.

### **DESIRABLE KNOWLEDGE, SKILLS & QUALITIES**

1. Hold a current MiDAS certificate
2. Hold a current First Aid qualification
3. Hold a current Manual Handling qualification

# Role Profile

## Passenger Assistant - Job Description

**JOB PURPOSE:** The role of the Passenger Assistant is to provide our drivers with assistance whilst passengers embarking, disembarking and whilst the route is underway with a services that support our work and equally important our passengers. The role will also require successful candidates to assist in the securing of wheelchairs. Successful candidates will ideally need to hold or be willing to work towards a PAT's training qualification. The nature of our work will require the candidate to demonstrate an understanding of disability issues and deliver the service with a patient and a level-headed attitude.

Passenger Assistants will generally be required to work between 16hrs and 18.5hrs per week depending upon the route allocation. This can be extended further for some out of borough/long routes. Home to school services are generally paid on a split shift basis.

### PASSENGER / CLIENTS DUTIES & RESPONSIBILITIES

1. Assist the driver where ever possible in a manner that ensures the safety and comfort of passengers.
2. Assist Passengers when embarking and disembarking the vehicle, including assisting Service Users who have disabilities to alight the vehicle in accordance with Health and Safety requirements.
3. Monitoring and supervising the passengers whilst in transit and being responsible for their welfare whilst on board.
4. When necessary to assist in the operation of the passenger lift or other equipment that is used to assist passengers boarding and alighting the vehicle as required.
5. Ensure any wheelchairs are correctly located and secured using suitable equipment.
6. Ensure passengers in wheelchairs are secured with a full lap and diagonal safety belt or other securing equipment.
7. Communicate with passengers and clients in a patient, informative, non-patronising manner.
8. Report late running and incidents in line with depot processes.
9. Ensure the vehicle allocated is secure at all times whilst in use.
10. Ensure all communication equipment is correctly utilised ensuring the safe, smooth and efficient running of the service.

### GENERAL

1. Adherence to and promotion of Equality policy at all times.
2. To comply with the statutory provision of the Health & Safety at Work Act 1974 and any other relevant legislation or policies and procedures relating to health and safety and good working practice.
3. Adherence to all company procedures and codes of conduct relating to the role.
4. Assist where required in the undertaking of risk assessments involving passenger, vehicles and any other area that may be associated with the vehicle or its equipment.
5. Ensure that duties start punctually by reporting for duty at the specified times and ensure all services run to agreed times.
6. Always act and perform duties in a professional and caring manner.
7. Promote all services operated by London Hire Community Services in a positive manor.
8. Maintain good working relations with all members of staff.
9. Wear the provided uniform at all times when on duty and ensure garments are kept in a clean, hygienic and presentable condition at all times.
10. Undertake any other reasonable duties as directed by line management or the Directorate.

# **Role Profile**

## **Passenger Assistant - Person Specification**

### **ESSENTIAL REQUIREMENT**

1. Willing to undertake and to satisfy and continue to satisfy a Criminal Records Bureau check (DBS).
2. Willing to continually satisfy our Safeguarding policy and procedures.
3. Willing to work additional hours as agreed outside normal working hours.
4. Ability to assist where necessary passengers who may have mobility difficulties.
5. An understanding for the care of people with disabilities.
6. Be physically fit.
7. Willing to undertake training.
8. Ability to work in a team environment as well as confidence to work with minimum supervision and using own initiative.
9. Good clear verbal and written communications skills.
10. Ability to complete registers and records clearly and accurately.
11. Ability to work to London Hire Community Services Equality Policy.

### **DESIRABLE KNOWLEDGE, SKILLS & QUALITIES**

1. Hold a current PAT's certificate
2. Hold a current First Aid qualification
3. Hold a current Manual Handling qualification



## STAFFING

We are actively looking to enter into framework type agreements wherever we believe we can make a difference.

All our staff are trained to industry standards and are fully conversant with accessible passenger transport operations. Our Operational staffs are expected to be CPC National qualified or working towards this qualification as well as being trained on specific vehicle and equipment operations.

London Hire Community Services provide PCV qualified drivers trained to Midas standards as a minimum. We do not believe that the Midas course alone is sufficient and invest in the much more comprehensive Driver CPC training courses as part of our commitment to our ISO 9001 accreditation. Our Training Partners, London Borough of Redbridge, provide this training ensuring that a training plan is in place for each driver. This particular training course also forms part of our staff retention scheme that minimises staff turnover providing for improved continuity and higher service quality.

Passenger assistants, where required, are trained to PATS standard, with refresher courses every three years. This training will also be undertaken by our Training Partner, who has the experience and expertise to deliver passenger transport training to exceptionally high standards.

All staff will be required to undertake an Enhanced DBS check or will be processed through the new Independent Safeguarding Authority. These will be reprocessed on a 3 year cycle.

We always look to recruit local staff through a number of outlets including Job Centre Plus as well as specialised recruitment agencies. We will also consider TUPE transfers if the need arises. Our pay scales provide for staff continuity, but are balanced to ensure we are always competitive.

Our packaged service offers clients and their passengers a cost effective, quality driven, passenger transport service for the future, which our competitors will look up to as an industry standard.



## STAFF BENEFITS

Come and join our friendly and professional staff team and you will enjoy the following benefits

- Uniform provided
- Flexible working arrangements
- Ongoing training and development opportunities
- A great working atmosphere



## HOW TO APPLY

### APPLICATION FORMS

Completed application forms should be sent to:

Human Resources Department  
London Hire Community Services  
185 Manor Road  
Erith  
Kent  
DA8 2AD

We are a small team and, unfortunately, we'll only be able to acknowledge shortlisted applications.

Applicants with the most appropriate mix of qualifications and experience will be invited to participate in the selection process.

### FURTHER INFORMATION

If you have any questions about the appointment or the process, please do not hesitate to contact the HR department on 0208 320 4200 or email [hr@londonhirecs.co.uk](mailto:hr@londonhirecs.co.uk)