

JOB INFORMATION PACK

JOIN OUR PROFESSIONAL TEAM

HOME TO SCHOOL TRANSPORT



**SPECIALISTS CONTRACTED TRANSPORTATION
SERVICES FOR SCHOOLS, YOUNG PERSONS WITH
SPECIAL EDUCATION NEEDS AND THE SOCIAL CARE
ESTABLISHMENT**

APPLY NOW



Send your job application
admin@ets.com



More Information
www.etssurrey.co.uk

Thank you for considering the ETS Surrey Ltd as your next employment opportunity.

This document gives you a brief outline of what we are looking for from our Drivers and Passenger Assistants providing you with enough information to decide if this role suits you.

The ETS Surrey Ltd is an independently run company in Surrey, delivering contracted special needs education transport for local authorities including transport to special needs schools and social care centres.

We will be transporting young persons with special needs education to schools/college days. Most of our passengers are vulnerable and will have individual needs such as epilepsy or severe allergies.

The work itself is contracted and, as such, there are service levels and standards we need to maintain. This means we must have a professional approach to everything we do. Each of us has a responsibility to provide the right level of service; it is more than just dropping a child off at school.

All positions are employed by ETS Surrey Ltd which provides the benefit of holiday pay and a workplace pension. We are currently recruiting for business expansion and not to fill existing roles. The recruitment process could take up to 8 weeks due to the requirement of the Enhanced Disclosure and Barring Service (DBS) check.

What are we looking for in you?

We need people who are committed which means being available Monday to Friday, morning, and afternoon, for work during school term time.

A good guide to daily times is: ☐ 07:00-10:00 ☐ 14:00-17:00 or it may varies

We prefer you to take your leave outside of the school term time. As part of the individual needs of any passenger, there may be some behaviour or communication issues. Not every passenger we transport will communicate in the same manner or fashion that you may be used to.

There is the potential for passengers to kick out, scream, bite, or spit because they are unable to tell you what they want or how they feel. If this happens, we will work with you, the school, the local authority, and the parents/carers to find out why it has happened. In all cases, we will aim to find a solution to ensure that sustainable transport can be reinstated.

ETS Surrey Ltd makes a big difference to our passengers' lives by providing happy, sustainable transport. To allow us to do that, suitable recruitment is key! We need our people to be caring and committed to improving our service. To achieve and maintain the high standards we have set; we need our staff to understand the responsibility we have as a business.

What to expect from a School Route

All staff members are employed to conduct the work as directed by the company. Nobody is employed for a specific passenger, route, school, or day center. This means that you may be reallocated to an alternative route at any time. However, our aim is to create continuity for our passengers by allocating the right people to the right work and maintaining that.

Routes can change at short notice, including during the initial start-up of work. The company regularly receives confirmation of our new contracts/passengers at late notice throughout the year and may have just three days to get a driver in place for the route.

For this reason, we may have to rearrange staff members' routes/passengers from time to time. At the start of your employment, we may have to allocate you a route that is not as efficient as we would hope. We will always endeavour to get people setup on a cost-effective route as quickly as possible which will allow you to perform your job effectively.

Becoming a Driver

English-speaking Applicants must be able to converse orally and in writing in English to a standard that would be reasonably expected of a person undertaking a role as a passenger carrier vehicle (PCV), private hire driver, transport assistant, or transport manager or administrator. This includes the ability:

- to clearly understand guidance and instructions;
- to direct vulnerable persons in the event of an accident or incident;
- to act on the instructions of officials, eg, emergency service personnel;
- to support vulnerable persons;
- to produce written reports, eg, accident or incident reports;
- present evidence to, eg, public inquiries or courts.

These are the steps you will need to take to become a Driver:

- Attend a safeguarding course.
- Driving assessment must have Hackney/Private Hire Driver& Vehicle licence.
- All drivers will need an Enhanced Disclosure and Barring Service (DBS) check, which includes intelligence held by the UK Police forces. For more information on the service visit www.gov.uk and search DBS or go to [www.facebook.com/ dbsgovuk](https://www.facebook.com/dbsgovuk) o Obtain the relevant local authority clearance/licence.
- Having a understanding of Code of Conduct for Drivers set by the TCC guidelines.

Becoming a Passenger Assistant

Some of our routes, where children have special educational needs and disabilities (SEND) require a Passenger Assistant (PA). The role of the Passenger Assistant is to aid in the safe transportation of our passengers.

These are the steps you will need to take to become a Passenger Assistant:

- First Aid Training
- Enhanced Disclosure and Barring Service (DBS) check, which includes intelligence held by the UK Police forces. For more information on the service visit www.gov.uk and search DBS or go to [www.facebook.com/ dbsgovuk](https://www.facebook.com/dbsgovuk)).

The PA may also require additional training for:

- Epilepsy
- Anaphylaxis
- Diabetes
- Wheelchair loading and securing

We invest in you by covering the cost of the First Aid training and DBS. we therefore ask that you commit to working with us for at least 90 days. Should you leave the company before 90 days, we will try to recuperate these costs.

Summary of Key Considerations

The key to our success is recruiting the right staff who understand our goals, our ambition, and our ethos. We have a passion for what we do, and we want to make a difference to people's lives daily. You will be contacted by our friendly Recruitment Team, and they will conduct an interview with you.

When we recruit, we need to understand what makes you right for this position, and so we consider:

- Why do you want the role.
- Whether the role is right for your lifestyle.
- If you agree to have a full police check for the DBS.
- If you are prepared to work with vulnerable children and adults.
- Attend a safeguarding course.

We are all responsible for ensuring we understand the processes for the work we undertake.

As part of our recruitment process, we try to rigorously check any applicants to ensure that they are right for this job, and they will not put anybody at risk. As part of these checks, we will require two references and one of them has to be a reference from current/previous employers.

We are sure you can understand the responsibility the company and our employees have when transporting vulnerable children to and from school. We appreciate your patience and understanding on this matter, which is the key to our success. We want to help you to understand our expectations from your first day.

We hope you will proceed with your application, and we look forward to welcoming you to the ETS Surrey Ltd team shortly.



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