

JOB TITLE: SEND Transport Driver
REPORTS TO: Service Delivery Manager / Operations Manager
CONTRACT TYPE: Term Time Only
LOCATION: Aberdeen

JOB PURPOSE

To provide safe, reliable and compassionate transport for children and young people with Special Educational Needs and Disabilities (SEND), transporting them between home and school or other designated establishments in accordance with the operator's contractual obligations, relevant legislation, and the individual needs of each passenger.

KEY RESPONSIBILITIES

Driving and Service Delivery

- Operate allocated vehicles safely and in accordance with all relevant road traffic legislation and licensing requirements
- Adhere strictly to agreed routes, timetables and pick-up/drop-off points, notifying the controller immediately of any delays exceeding 15 minutes
- Ensure passengers are collected and delivered punctually, arriving at the pick-up point at least 5 minutes before the scheduled time
- Never drop off a passenger more than 20 minutes before the scheduled arrival time at their destination (5 minutes for ASN/SEND passengers)
- Ensure all passengers are seated and safely secured before moving the vehicle, including correct fitting of seatbelts, child seats, and wheelchair restraints where required
- Never permit passengers to stand while the vehicle is in motion or allow more than one passenger per seat

Passenger Care

- Treat all passengers with dignity, respect and patience at all times, and with particular sensitivity to the additional support needs of individual passengers
- Be fully briefed on and adhere to any individual passenger requirements or behavioural guidance provided by the operator or commissioning authority
- Manage challenging behaviour in a calm, non-confrontational manner; never physically restrain a passenger without explicit written authorisation
- Never eject a passenger from the vehicle under any circumstances
- Ensure no passenger is left unattended or allowed to walk home unsupervised

Vehicle Standards

- Conduct pre-shift vehicle checks and report any defects, prohibitions or maintenance issues to management immediately
- Maintain the vehicle in a clean and presentable condition at all times (interior swept daily, full clean every 4 weeks as a minimum)

- Ensure all required equipment is present and serviceable prior to each shift, including fire extinguisher, first aid kit, wheelchair restraints and any specialist equipment specified for individual passengers
- Never operate a vehicle that is unroadworthy, unlicensed or uninsured

Communication and Reporting

- Carry and use an operational mobile phone or communication device at all times during service hours, used only in accordance with legal requirements (hands-free)
- Notify the control room promptly of any incidents, accidents, breakdowns, delays or safeguarding concerns
- Report all accidents to the appropriate authorities and management; submit a written report within 24 hours of any incident
- Report any safeguarding concerns or incidents involving passengers to management without delay

Compliance and Conduct

- Hold and maintain all required licences, certificates and disclosures for the role (see essential requirements below)
- Display identification at all times when on duty
- Comply with the operator's policies on conduct, equal opportunities, data protection, and child protection at all times
- Attend training as required, including safeguarding awareness, disability awareness and manual handling
- Never report for duty under the influence of alcohol or any mind-altering substance

ESSENTIAL REQUIREMENTS

- Full, clean UK driving licence (appropriate category for vehicle type operated)
- Minimum 2 years driving experience (excluding motorcycles)
- PVG disclosure (Scotland) — must be obtained prior to commencement
- Satisfactory completion of relevant safeguarding and child protection awareness training
- Ability to communicate clearly and calmly with passengers, families and colleagues
- Punctual, reliable and flexible approach to working hours

DESIRABLE

- Previous experience transporting passengers with SEND, ASN, or complex needs
- FAW certificate
- Experience with wheelchair-accessible vehicles and restraint systems
- Knowledge of local area road network

KEY BEHAVIOURS

- Patient, empathetic and professional at all times
- Calm under pressure and able to manage unpredictable situations
- Takes personal responsibility for passenger safety
- Team player who communicates proactively