



Job Information Pack



# HOME-TO-SCHOOL TRANSPORT DRIVERS AND ASSISTANTS



**Thank you for considering the 24x7 Group as your next employment opportunity**

This document will give you a brief outline of what we are looking for from our drivers and assistants providing you with enough information to decide if this role suits you.

The 24x7 Group is one of the largest independently run companies in the UK, delivering contracted special needs education transport for local authorities, including transport to special needs schools and social care centres.

We transport over 4,000 passengers a day. Most of our passengers will have individual needs, such as epilepsy or allergies for example, and most are vulnerable.

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 with 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 24/7, this provides the benefit of holiday pay and a workplace pension.

We are currently recruiting for business expansion and not to fill an existing role. The recruitment process could take up to 8 weeks.

## What do we require from you?

You will need to be aware of how we operate and what we require from you before progressing to our interview process.

All drivers will need to be licenced as private hire drivers. We are willing to assist you with this financially and guiding you through the application process. If we assist you financially, this will be in a minimum term served basis. You can fund your own licence if preferred.

All roles will require an enhanced Disclosure and Barring Service (DBS) check, which includes any additional intelligence held by the UK Police force. For more information on the service visit [www.gov.uk](http://www.gov.uk) and search DBS or go to [www.facebook.com/dbsgovuk](https://www.facebook.com/dbsgovuk)

Drivers will require a medical and a driving assessment.

Passenger Assistants will receive relevant training for the position, which will include a First Aid course.

All staff members are employed to carry out the work as directed by the company, nobody is employed for a specific passenger, route, school or day centre. This means that you may be reallocated to 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 gets 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 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 us all to perform our job effectively.

## 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:

- 07:00-09:30
- 14:00-16:30.

We require you to take your leave outside of the school term time.

Staff members average about 3.2 hours a day of actual work, which makes it an ideal role if you are looking to top-up your income. Over and above the pay, “the rewards are in the work we do.”

As part of the individual needs of any passenger there may be some behaviour or communication issues. Not every passenger we transport can 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 feel. If this happens, we would 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 sustainable transport can be reinstated. For us to achieve and maintain the high standards we have set. We need our staff to understand the responsibility we have as a business.

24/7 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.

## Wages/Pay

Ordinarily you will work for a maximum of 190 days during the full academic year, from September to July. However, we will pay you over 12 pay periods (months) throughout the year. These are set out before the start of each school year and change annually.

Staff members will work for 3.2 hours per day on average, or 16 hours a week. We guarantee a minimum of 2.5 hours a day during the working period. Some routes will take over 4.5 hours daily. As a Passenger Assistant, we expect this to exceed 4 hours per day. You will be paid for the actual work you do (while you have passengers on board) we may compensate for additional travel time on top of this all pay will be a fair reflection on your actual work.

**If you are not allocated to a route, you will need to advise us of your availability on each day. If you are classed as available, you will qualify for “available pay” - up to £100 a week.**

### Example Wages

The following wages are a guide only, but are realistic. They are based on 17 days in a pay period this will include actual work and some travel time where applicable.

Hours per day	Pay in one period
2.5	£369.75
3	£443.70
3.2	£473.28
4	£591.60
4.5	£665.55
5	£739.50

Your employment is for the safe transportation of our passengers; once they have got to their destination, your services are usually not required until the return journey. During the time between, you are then free to do as you wish, as long as our vehicle is safe and used/parked legally if you chose to return home at that point you may be compensated for this.

## **Holiday Pay**

Holiday entitlement is 19 days, which is pro rata depending on your first date of employment.

Holiday pay is accumulated throughout the year for every day you work.

Staff are employed to work 190 days of the year and cannot take time off during school term time.

Due to term-time work, staff members do not work for 14 weeks during the calendar year. To keep a consistent wage for the 12 monthly pay periods, we have apportioned holiday pay to each pay period. We offer greater payments at times people often need it most; Christmas and school summer holidays.

We provide the current structure of these payments in the documents section of the Contracts Control System (CCS) - staff portal.

## Passenger Assistants

Some of our routes, where children have special educational needs and disabilities (SEND) require a Passenger Assistant (PA)

The role of PA is to assist in the safe transportation of our passengers.

The PA may require additional training for:

- Epilepsy
- Anaphylaxis
- Diabetes
- Wheelchair loading and securing.

Your employment will only be needed for the period our passengers are onboard get to and from school, you are free once we have dropped the passenger off at school so may wish to see a pop up income near the school? We will still pay a minimum of 2.5 hours daily to passenger assistants and the available pay is also the same.

## Supply of Vehicles

The Company will supply drivers with a vehicle and fuel card for work purposes only. The equipment allocated to you cannot be used privately.

The types of vehicles you will be working with are shown on the front page of this document. All our vehicles can be driven on a car licence.

Over half of our fleet has 8+ seats or are the larger, wheelchair-accessible vehicles. You will transport between 1 and 8 passengers per vehicle, including a Passenger Assistant where applicable.

When you transport a wheelchair passenger, you will need to load and unload wheelchairs. Some routes will have Passenger Assistants but not all.

Full training will be given where needed.

Please note that most of our vehicles are tracked and, by the end of December 2021, all will be.

Vehicles can be parked anywhere that is convenient for you so long as it is legally parked and safe. This could be near your first passenger or Passenger Assistant's home. Cars do not have to be kept at your house.

We may need access to your keys and the location of your car if you are absent at any time.

Your working time is classed as when you have passengers "onboard" your vehicle. Travel to and from pick-up/drop-off (and therefore where the vehicle is kept) has no bearing on your pay.

## **CCS - Contracts Control System**

24/7 has an inhouse system that allows us to communicate to you on a daily basis. CSS (contracts control system) is accessible on any handheld device, laptop, or computer. CCS is simple for all employees to use.

You will get messages from contracts, the HR team, and fleet teams through CCS. It also includes a personal area to hold your own information.

CCS includes:

- Allocated work
- Pay information
- Pay periods relevant to your wages
- Guidelines from the local authorities
- Company policies and procedures
- The Handbook, which details everything you need to know to complete the job effectively.

## Summary of Key Considerations

The key to our success is recruiting the right staff who understand our goals, our ambition, and ethos. We have a passion for what we do and we want to make a difference to people's lives on a daily basis.

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

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

- Why you want the role
- Whether the role right for your lifestyle
- Whether the wages are sufficient for you
- If you happy to have a full police check for the DBS
- If you are prepared to work with vulnerable children and adults?

As part of our safer recruitment we endeavour 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 from current/previous employers.

I am 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 wish to proceed and We hope to welcome you to the team shortly.