

School Crossing Patrol Supervisor – Highways and Transport

Role Profile:	School Crossing Patrol Supervisor
Grade:	Grade 4
Accountable to:	School Crossing Patrol Officer
Accountable for:	50 – 65 School Crossing Patrols

Role Context and Purpose

Working across a wide geographic area to supervise, monitor and manage remotely a large number of School crossing patrols, solving a variety of problems and liaising with a number of different people internally and externally.

This role will require post holders to have a successful Criminal Records Bureau check.

To ensure that each West Sussex Patrol is trained and working effectively, with the correct uniform to wear, and with fully working equipment, at each School crossing.

Key Accountabilities

The specific accountabilities of this flexible role may alter from time to time in order to meet the needs of the business/client, but accountabilities will include (or be equivalent in nature to) those listed below:

- To supervise the work of a number of School Crossing Patrols at their school crossing sites, by carrying out regular visits and inspections.
- Ensuring that all the uniform and equipment is good working order and meets stringent legal requirements. Where the equipment or uniform is damaged, ensuring that replacements are immediately arranged by either collecting them from the stores, or arranging for them to be ordered. Report any concerns with signage or lighting.
- Meeting with Patrols following any incidents or problems, ensuring both that the matter is investigated and, if appropriate, that the Patrol is reassured following incidents of aggression. Ensuring follow up action is taken following on from any incidents, such as meeting with the Head teacher of schools, meeting with community police or referring the matter to the School Crossing Patrol Officer.
- Producing short written account following each visit to a site.
- Report and liaise with the local police force on issues such as 'drive throughs', parking problems, roadworks or aggression from drivers.
- Liaise with schools, for example on recruitment, or if the regular patrol is absent.
- Assist in the recruitment of all new crossing patrols, namely interviewing candidates and providing information to them.

- Train new school crossing patrols, and relief patrols (for example, school staff who will be able to provide cover in the event that the regular patrol is ill).
- Conduct risk assessments of existing sites and when a new school Crossing has been requested and produce a report to the School Crossing Patrol Officer. The work includes assessments of risks to children, motorists and School Crossing Patrol.
- Conduct surveys of sites where a School Crossing has been requested. This involves counting cars and pedestrians, and then producing this information in written format to the Crossing Patrol Officer.
- Equality: Supports equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.
- To remain up to date and compliant with all relevant organisational policies, procedures and professional codes of conduct, and to undertake relevant training courses as required, in order to uphold standards of best practice.

Role Demands

- Initiative: Works within agreed guidelines and generally agreed objectives, organises own workload and prioritises based on changing situations – for example, if a Patrol needs an additional visit, if a site has been damaged.
- The job requires short periods of concentrated attention during visits to site, training and interviewing, as well as for writing up findings from site visits, driving to sites and conducting surveys.
- The role requires some physical effort every day, for example, standing for long periods while visiting patrols at work, walking backwards and forwards across a road whilst training, plus driving around a large geographic area.
- The job holder will be exposed to some unpleasant or hazardous conditions, such as traffic noise and fumes, dirt and dust, whilst working with patrols. They will also be exposed to the hazards inherent in stopping cars.
- The work may involve some contact to angry or irate pedestrians or drivers, which may in turn place an emotional demand on the job holder.

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Person Specification

This section outlines the key criteria that must be addressed when submitting an application for employment or registering with West Sussex Futures as shortlisting for interview will be based on information supplied here.

Level of Knowledge

- A basic level of literacy and numeracy sufficient to follow detailed written instructions and procedures and write short reports following a visit.
- To be familiar with the relevant sections of the Highway Code and its applications.

Qualifications and Professional Membership

- None required.

Experience

- Experience of working as a School Crossing Patrol.
- Experience of providing training and carrying out interviews, plus any experience of supervising a team of people. **Desirable**

Skills

Key skill 1

Able to form effective and supportive relationships with people and develop rapport.

Key skill 2

Good oral communication skills to be able to deal effectively with the School Crossing Patrols, plus local police, Head teachers and colleagues.

Key skill 3

Able to train and develop people, able to pass on knowledge and information in a way which is most helpful to the person learning the role.

Able to carry out checks and monitoring, for example, monitoring the work of patrols, looking at uniforms and signage, checking for any defects which would mean that they contravene national, legal standards.

Able to exercise judgemental skills, for example, in assessing how to follow up on an incident, or on gauging a Patrol's level of understanding following training.