



Information pack for the post of
Support Worker / Driver
Job reference number 1285
Closing date: Wednesday 3 December 2025 (noon)
Interview date: Wednesday 10 December

Guidance on completing the application form.

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

Disclosure and Barring Service (DBS)

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:

www.gov.uk/disclosure-barring-service-check

Politically Restricted Post

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

Additional Clearance

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

Referees

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

Evidence of information provided in your application form

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

Equality and diversity

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

Eligibility to work in the UK

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail recruitment@spelthorne.gov.uk with any queries.

You are also able to apply online using www.surreyjobs.info

surreyjobs.info
A revolution for Public Sector jobs in Surrey
www.spelthorne.gov.uk





Support Worker / Driver

£25,677 – 27,084 per annum

Spelthorne Borough Council is seeking to appoint a Support Worker / Driver to work at the Greeno Centre in Shepperton, to provide transport in the borough for elderly and disabled passengers to also provide support at the Centre.

The Centre provides activities and entertainment but also provides additional care and support for a group of individuals who are not able to participate in the centre independently. Your role will be to support these individuals whilst at the centre and to also transport elderly & disabled passengers to and from the centre.

This is a fulfilling role that requires the ability to think on your feet, communicate well with others and be adaptable to ever changing priorities. You will need to be enthusiastic, flexible in your approach to work and have a caring disposition and must be able to remain calm in all circumstances. Excellent organisation and communication skills are essential for this post. Knowledge of health and safety, First Aid & NVQ is desirable, but training will be provided.

The main duties of the post include:

- Assist individuals from their homes to the centre on transport
- Support individuals with personal care needs
- Organise activities in order to provide mental and physical stimulation to suit needs

You will need hold a full driving licence and be able to drive a minibus, for which an assessment will be undertaken.

Training will be provided in assisting wheelchair passengers and elderly walking clients, a driving licence with Category D1 is essential and local knowledge of the borough will be an advantage.

The post will be subject to an enhanced Disclosure & Barring Service (formerly criminal records) check.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

In return we offer excellent conditions of service, with a benefits package that includes a pension scheme and at least 23 days' paid leave per year (pro rata for part time).

Closing date: Wednesday 3 December at (noon) 2025
Interviews: Wednesday 10 December 2025

To apply please use the 'apply online' button below.

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted you within 3 weeks of the closing date then your application has been unsuccessful.

All shortlisted applicants will be contacted via email after the closing date.

Working towards equal opportunities

Strictly No Agencies

Job Description

Date Prepared: March 2022
Post Title: Support Worker / Driver
Post Number: 6887/6211
Grade: Grade 3
Section Head: Group Heads for Community & Wellbeing
Report To: High Needs Manager

General Duties:

- To work as part of the Independent Living Services Team which promotes the independence of retired people in Spelthorne.
- To transport elderly & disabled passengers to and from our centres daily and on trips and days out.
- To work with the team to provide a high quality of care for individuals and liaise with carers and other agencies where relevant in order to achieve this.

Essential Requirements:

- Clean driving licence,
- Excellent customer service and communication skills, ability to work as part of a team and on own initiative.
- To work evenings, bank holidays and weekend as required.
- Awareness and understanding of Safeguarding.

General Responsibilities:

Equal Opportunities:

- The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

GDPR:

- The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

Health and Safety:

- The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

Particular Duties (All):

1. Assist wheelchair passengers and elderly walking clients, from their homes to transport then into the centres.
2. To support individuals attending the centre with day-to-day tasks this also includes personal care needs, bathing, toileting when required.

3. To cover other support worker / driver if required.
4. Organise and carry out activities with a small group of individuals to provide mental and physical stimulation and encourage participation in these activities.
5. To ensure all paperwork is correctly completed and passed to manager.
6. To report all vehicle defects as soon as possible to high needs manager, for them to pass on to transport manager.
8. To use specialist equipment to support individual needs (eg hoist) following training when required.
9. To meet personal targets and performance standards set.
10. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

Person Specification

POST: Support Worker / Driver

POST NUMBER: 6887/6211

KEY JOB REQUIREMENTS		DESIRABLE/ ESSENTIAL	TESTING MECHANISM
1. SKILLS			
Excellent Communication Skills		E	App/Int
Excellent customer care skills		E	App/Int
Self-motivated and the ability to work with minimum supervision		D	App
Ability to make decisions		E	App/Int
Ability to diffuse difficult situations		E	Int
Computer literate		E	App
2. EXPERIENCE			
Working with Older People		D	App/Int
Minibus driving		E	App/Int
Experience of health & safety risks		D	App/Int
Working in a team		D	App/Int
Passenger Handling		E	App/Int
3. KNOWLEDGE			
Rules for transporting elderly and disabled passengers		E	App/Int
Knowledge of the borough		D	App/Int
Knowledge of equality and diversity issues		D	App/Int
Knowledge of food hygiene and the promoting of health and wellbeing.		D	App/Int
Knowledge of health & safety		D	App/Int
4. QUALIFICATIONS			
Driving licence – must be at least 21 years old and held a licences for at least 3 years		E	App/Int
Category D1 licence		E	App/Int
First aid at work		D	App/Int
NVQ in Health & social care or willingness to work towards it		D	App/Int
Manual Handling training		D	App/Int
5. PERSONAL QUALITIES			
Caring & Customer focused		E	App/Int

POST: Support Worker / Driver

POST NUMBER: 6887/6211

KEY JOB REQUIREMENTS	DESIRABLE/ ESSENTIAL	TESTING MECHANISM
Reliable & Punctual	E	App/Int
Flexible	E	App/Int
Enthusiastic	E	App/Int