School Crossing Patrol Officer — Role Profile

Service: Operational Services for Education (School Crossings) – Strategy and Resources Directorate
Band: Band 1
Reporting to: Service Operations Manager
Responsible for: No direct reports

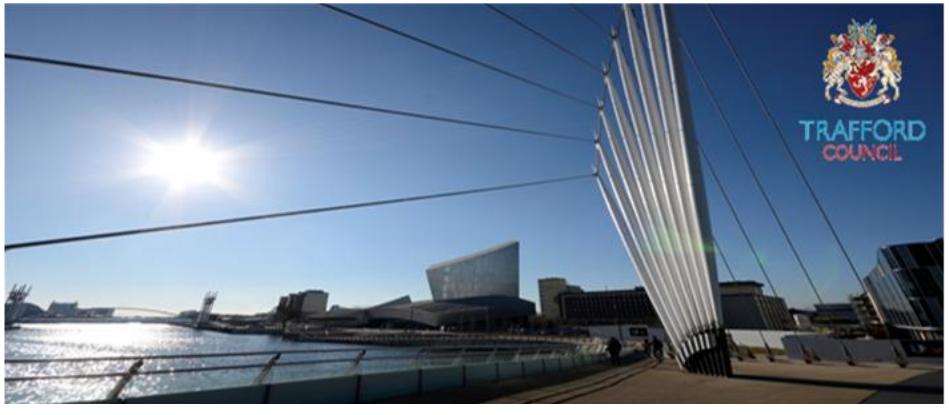
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Operational Services for Education (OSfE) are committed to delivering professional, efficient, friendly, value for money but high-quality services to the majority of schools in Trafford using experienced staff. Our department delivers the council's 71 school crossing patrols across the borough helping children and families get to school safely.

Your Main Priorities

- Providing cover across the Trafford Borough to ensure the safety of children and other pedestrians crossing the road at a designated point between specified times.
- The discharge of these duties must not be to the detriment of the welfare of other road users.

Key Duties

- Performing School Crossing Patrol duties throughout the Trafford Borough. This can often be at short notice to cover for staff sickness and holidays.
- Operating hazard warning lights where appropriate.
- Reporting inability to perform duties through sickness or other reason as soon as possible.
- Using all uniform and equipment provided according to legislation for the safety of yourself, children, and all other members of the public, especially when stopping traffic on the highway. Reporting any loss or defects in uniform/equipment.
- Being responsible for the cleaning and maintenance of your uniform, which is provided for wear at all times whilst on duty.
- Ensuring that any other equipment provided, including the sign, is safeguarded from damage or theft at all times.

- Maintaining control over pedestrians awaiting instructions to cross.
- Reporting accidents which may occur to yourself and road traffic accidents at, or close to your point, or untoward incidents that could affect the safety of pedestrians in your care (e.g. failure to stop by a car driver).
- Maintaining high standards of conduct in dealing with children and members of the public in accordance with the quality policy adopted by Trafford Council.
- Reporting any problems or difficulties to the Business Support Officers, including health problems that might affect your ability to carry out your duties in a safe manner.

About You

Qualifications and Professional Development

- Willingness to undergo training specific to the job

Experience and Knowledge

- Experience with children
- Understanding of the road environment, traffic flow and safe stopping distances

Skills and Abilities

- Good community spirit and a commitment to our Customer Pledge
- Ability to use sensory awareness to anticipate and react to hazardous situations relating to traffic
- Able to communicate with both adults and children, and to issue clear instructions politely and confidently
- Able to operate switches, keys etc on traffic light control boxes, pedestrian crossings and other equipment
- Punctuality
- Physically able to move onto and off the road

Special Conditions

- Enhanced DBS check
- Willing and able to travel anywhere within the Trafford borough, often at short notice
- Working alone
- Required to stand throughout duty period, holding a School Crossing Patrol sign for lengthy periods and in all weather conditions
  Physically fit and able to deal with emergency traffic situations as they relate to the crossing of pedestrians and themselves
- Exposure to all weather conditions
- Exposure to traffic fumes

Date prepared/revised	MAR 2015 | Updated 26/03/2025
Prepared/revised by	S Wilson / P Taylor / R Pollard
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.