

Full time Bus Driver – Job Description

Purpose of the Role

- A bus driver is responsible for driving a passenger carrying vehicle (PCV), providing good customer service and a safe and comfortable journey throughout the network of bus services.
- The position will include working various shifts working 5 over 7 days and a minimum of 35 hours per week.

Role Accountabilities

Safety

- To follow, at all times, CT Plus 'Safety Principles'
- To ensure that the high visibility vest is always worn in vehicle movement areas
- To ensure that speed limits are observed within bus depots, bus stations and on road.
- To check the condition of the vehicle prior to commencing service by:
 - carrying out the safety walk round check
 - ensuring that any defect in the vehicle or equipment is reported as soon as possible to the right person
 - completing the Vehicle Defect Card or entering the defect on the electronic ticket machine (depending on location)
 - ensuring that the vehicle is clean and tidy before starting service
- To comply with the laws and company regulations regarding the use of mobile phones, non smoking requirements in company vehicles and the use of prohibited equipment (such as games consoles) whilst on duty.
- All drivers will be required to undertake the companies driving assessment prior to using any company vehicle, at application stage, in the event of a collision and at any other time specified by the company.

- To be responsible for the health, safety, security, welfare, environmental and fire safety arrangements for yourself, customers and colleagues. This must include attendance at safety briefings and training as required.
- To ensure all safety accidents/incidents are reported using the company's reporting procedure.
- To ensure a full understanding of emergency and evacuation plans.
- To ensure your bus cab area is kept in a safe and tidy condition at all times.

Customer

- To provide a high standard of customer service at all times
- To give customers on the bus any information that may help them during their journey. Examples would be telling customers the best stop for their destination, road closures & diversions
- To always behave in a friendly and professional way to customers and colleagues
- To recognise and assist with the additional needs of children and vulnerable adults, older people or disabled people.
- To offer the best fare to the customer for their journey
- To take cash for payment of fares and make sure customers get the correct change (where applicable)

Business

- To drive the Company's vehicles in a safe, legal and professional way
- To drive to the set timetable, not running early or late, when it is safe to do so
- To accurately use the ticket machine
- To keep cash secure and safe within the driver cab at all times
- To ensure all cash is accurately paid into the appropriate location and in accordance with the Company procedures
- To display the correct destination on the vehicle's destination blind at all times

- To keep up to date with road closures, diversions or special events which may affect bus services. This is done by reading notices, attending briefings, listening to the on-bus radio (if you have one fitted).
- To keep up to date with any changes to condition of travel, ticket types, fares or promotions by reading notices, briefings or updated stage / fare books.

Driving Licence

- To ensure that a valid driving licence is held at all times and is available for inspection by a member of staff of the Company
- A driver must ensure that:
 - their licence is in date and valid for the vehicle type
 - their licence has the required medical renewals up to date
 - any change to the licence which may affect their entitlement to drive is communicated to their line manager (eg sickness, injury or conviction).
 - their licence is made available for inspection in every 6 month period.
 - to allow the company authority to view the online portal DVLA website to confirm your licence status (depending on location)
 - All drivers will be bound by EU/Domestic Drivers Hours regulations.

Using Information

- To report all safety, security, driving and customer service incidents to the line manager as soon as possible
- To report all incidents on the road, likely to affect bus services, to the traffic office as soon as it is safe to do so. Examples would be road closures, accidents, emergencies and highway repairs

Reporting for Work

- To report for work at the correct time and location with the correct equipment
- Drivers will be of smart appearance at all times and must wear any uniform or protective clothing issued to them. Drivers must also wear their ID badge at all times while on duty.

- Not to report for work when overtired or under the influence of alcohol or drugs (see Company policy for further details)
- To ensure that the relevant notification procedures are followed in the event of absence from work

Staff Development

- To take part in a yearly appraisal
- To feedback ideas about how services can be improved to their line manager
- To undertake continuous training provided from time to time by the company

Miscellaneous

- To ensure adherence to all CT Plus Bus policies and procedures at all times
- To undertake any reasonable request made by the Company. This could include driving on other services, shuttling buses and staff between various locations.

TEAM HCT GROUP FOR EMPLOYEES

KEY AREA	ELEMENT
Continuous Improvement	Being Safety Conscious Being Customer Focused Being a First Class Trainer
Problem Solving	Taking Ownership of Employee Complaints and seeking to resolve them.
Working with People	Being a Team Player Being a Communicator Being Understanding of Others

KEY WORKING PARAMETER

Category	Parameters for Role	Category	Parameters for role
		Shift Pattern / weekend working / anti – social hours	Yes
Training at external or remote locations	Yes	On-Call responsibility	No

SIGNATURES

Name of Line Manager:		Signature:		Date:	
Name of Post Holder:		Signature:		Date:	
Name of Deputy: (if applicable)		Signature:		Date:	
Date of Review:		Date of Next Review:			

Copy to: Personal File, Job Holder

Review date to be agreed but no longer than six months from the above date.