

## Red 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.

### Role Accountabilities

#### **Safety**

- To ensure that high visibility clothing is always worn in vehicle movement areas
- To ensure that speed limits are observed at all times including when within bus depots and bus stations
- To check the condition of the vehicle prior to commencing service by:
  - carrying out a thorough pre-use 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, smoking in company vehicles and the use of prohibited equipment (such as games consoles) whilst on duty.
- 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.

- To ensure compliance with the rules governing driving hours and rest periods for PCV/LGV drivers (Domestic and EC Rules) and the Working Time Directive.

### **Customer**

- To provide a high standard of customer service at all times
- To always wear a name badge where provided
- 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 using the on-board announcement system when applicable.
- 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, the elderly, infirm or disabled

### **Business**

- To drive the Company's vehicles in a safe, legal and professional way
- To drive to the set timetable as per duty card or controller's instructions, not running early or late, when it is safe to do so
- To accurately use the ticket machine
- To wear full uniform when supplied
- To wear smart clothing and appropriate footwear as per depot specification provided during training and induction until uniform is supplied. This does not include jeans, tee shirts or training type shoes
- To immediately notify the management team of any faults or defects with any of the uniform supplied and return it.
- 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 on 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
  - their licence Driver CPC qualifications are up to date
  - any change to the licence which may affect their entitlement to drive is communicated to their line manager (e.g. Sickness, injury or conviction).
  - their licence is made available for inspection in every 6 month period

### **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
- To ensure that a clean company uniform is correctly worn at all times when 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

### **Learning & Self Development**

- To attend training as required to fulfil the role of a professional bus driver. Examples are Driver CPC training, Health & Safety training, Disability Discrimination training.
- To attend regular training courses as specified by Transport for London
  
- To take part in a yearly appraisal
  
- To feedback ideas about how services can be improved to their line manager

### **Miscellaneous**

- To ensure adherence to all CT Plus policies and procedures at all times
- To adhere to all lost property procedures
- To undertake any reasonable request made by the Company

## Person Specification

	Essential	Desirable
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>○ Valid current UK (or acceptable other) drivers licence</li> <li>○ No greater than 6 penalty points (some exceptions apply)</li> <li>○ Good understanding of written and spoken English Language.</li> <li>○ Good numeric skills (able to add and subtract cash).</li> <li>○ Proven eligibility to work in the UK</li> <li>○ Able to provide suitable references</li> </ul>	<ul style="list-style-type: none"> <li>○ PCV / LGV driving licence</li> <li>○ Professional driving experience</li> <li>○ Has received 7 hours of DCPC training each year</li> <li>○ Experience of dealing with customers</li> <li>○ Experience of cash handling</li> <li>○ Knowledge of geographical operating area</li> <li>○ Accident free record over the last 12 months</li> </ul>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>○ Basic secondary school education or equivalent.</li> <li>○ Prepared to undertake training such as NVQ as required</li> <li>○ Willingness to develop further</li> </ul>	<ul style="list-style-type: none"> <li>○ NVQ in Road Passenger Transport.</li> <li>○ Customer Service Training</li> <li>○ NVQ in Customer Care.</li> <li>○ Advanced Driver training Certificate</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>○ Understanding of what good customer service is</li> </ul>	<ul style="list-style-type: none"> <li>○ Bus industry knowledge and an appreciation of bus regulations.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>○ Ability to drive a vehicle to a competent and safe standard</li> <li>○ Good written and verbal communication skills</li> <li>○ Able to deal with customer service issues.</li> <li>○ Able to work unsupervised</li> </ul>	
<b>Personality</b>	<ul style="list-style-type: none"> <li>○ Calm under pressure</li> <li>○ Friendly</li> <li>○ Polite</li> <li>○ Approachable</li> <li>○ Helpful and considerate</li> <li>○ Flexible attitude</li> <li>○ Honesty/integrity</li> </ul>	
<b>Health</b>	<ul style="list-style-type: none"> <li>○ Has the physical capability to carry out the role</li> <li>○ Able to pass PCV medical requirements</li> </ul>	
<b>Pre-employment checks</b>	<p>Ability to pass medical, alcohol and drugs screening as per policy</p>	<ul style="list-style-type: none"> <li>○ Own transport</li> <li>○ Lives within reasonable distance of place of work</li> <li>○ Willing to do overtime</li> <li>○ Ability to pass enhanced CRB check.</li> </ul>