

**PUBLIC SERVICE VEHICLE DRIVER**

<b>Job Category</b>	Grade 6 – Team Member	<b>Reports To</b>	Operations Supervisor
<b>Location</b>	Depot Location within Greater Manchester	<b>Travel Required</b>	- Yes - Own Vehicle/Transport -
<b>Salary Range</b>	£9.18 - £11.00 per hour (Shift Dependent)	<b>Additional Benefits</b>	
<b>Position Terms</b>	- Full Time / Part Time	<b>Additional Responsibilities</b>	

**Purpose**

To provide high quality driving skills and customer service experience to Manchester Community Transport passengers ensuring they travel in a legal and safe manner at all times.

**Duties and Responsibilities**

- Carry out daily walk-round checks on vehicles ensuring safe and legal operation.
- Drive company vehicles in a safe and legal manner at all times as defined in law and by management and supervision.
- Comply fully with Drivers Hours regulations.
- Ensure vehicles are clean and presentable at all times.
- Ensure vehicles are fuelled as defined by management.
- Ensure mobile communication devices are working and remain operational at all times.
- Communicate effectively with colleagues, supervisors and customers at all times.
- Report incidents and accident to supervision/management immediately.
- Act as an ambassador for the company in providing the best possible service at all times.
- Complete tasks and schedules in a timely manner and report any issues that arise.
- Plan journeys to best optimise efficient use of vehicles.
- Be trained and able to use specialist vehicle equipment such as Mobile Data terminals, Ticket Machines, Destination Equipment, wheelchair and occupant systems and passenger lifts.
- Ensure that all passengers and their belongings are carried in a safe and secure manner.
- Be responsible for collecting, reconciling and paying in fares as defined by management.
- Keep accurate records and record information as required.
- Ensure vehicles are kept locked and secure when not in use.
- Ensure premises security measures are adhered to at all times.
- Have an understanding and adhere to all company policies and procedures.
- To work to agreed shift and operating patterns as required by management.
- Be personally responsible for any fixed penalty charges as may be incurred by illegal activity.
- Work additional hours within legal driving hours regulations as authorised management.
- Assist where required in promoting and marketing company services.
- Work at other locations as may be identified by and agreed with management.
- Any other duties as reasonably requested by management.

## Person Specification

### Essential

- Hold a full PCV licence and associated CPC qualifications as required under statute.
- Demonstrable experience and expertise in driving passenger carrying vehicles.
- Experience of working with vulnerable and disadvantaged customers including those with specific disabilities.
- Be a team focused individual working towards company objectives.
- Be reliable, punctual and courteous.
- Ability work effective as part of a team and on your own initiative.
- Ability to contribute towards and the delivery of a work schedule ensuring punctuality and reliability.
- Ability to work on own initiative, prioritise work, handle pressure and take day-to-day decisions on ensuring the workflow efficiency.
- Ability to deal with people effectively and with professionalism.
- Ability to communicate effectively in person and over the telephone/radio with customers and other staff members.
- Have good literacy and numeracy skills.
- Flexible and adaptable to changing situations and challenges.
- Awareness and knowledge of Health and Safety requirements in a transport environment.
- Ability to ensure company Policy and Procedures are complied with at all times.

### Desirable

- Be trained and certified to MiDAS standard or equivalent.
- Have a good geographical knowledge of the Greater Manchester area.
- Ability and willingness to take on new challenges and learn new skills.
- Understanding of equality and diversity best practice and legislative requirements in relation to passenger transport delivery.
- Demonstrate flexibility and willingness to work in other business areas as may be required by management.

## Other Responsibilities and Requirements

- Ensure that the promotion of equality of opportunity and challenging discrimination are central to everything that we do.
- Demonstrate a commitment to quality, professionalism and compliance with organisational policies and legislation.
- Commitment to ensuring the health, safety and wellbeing of yourself and others throughout the organisation.
- Identify and implement plans for own training and development needs.
- Undertake such other duties and tasks as may lie within the scope of this post to ensure the effective delivery and development of the service.
- Ability to work outside of traditional working hours where required.
- From time to time, the post holder will be required to travel to meetings or work in an alternative location.