

Private Hire Driver Job Description

Purpose of the Role

- A private hire driver is responsible for driving a passenger carrying vehicle (PCV) on private hires, transfers, tours and any other work undertaken in a safe, comfortable and professional manner
- A private hire driver is responsible for presentation of both the vehicle and him/herself, remembering at all times that they are first point of contact with CT Plus.
- A private hire driver is responsible for planning all routes to ensure best journey times, ensuring the route is suitable for the size of vehicle being driven and that EU drivers' hours regulations are complied with at all times.
- A private hire driver is responsible for ensuring that passenger experience is always second to none due to excellent customer service.

Role Accountabilities

Safety

- To follow, at all times, Injury Prevention rules and CT Plus 'Safety Principles' and ensuring that Injury Prevention Books are always carried
- To ensure that the high visibility is always worn in vehicle movement areas
- To ensure that speed limits are observed within bus depots and bus stations
- 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
 - 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 vehicle 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 coach any information that may help them

during their journey. Examples would knowing where services are to take breaks, being aware of alternate routes, being aware of road closures and diversions.

- To always behave in a friendly and professional way to customers and colleagues
- To recognize and assist with the additional needs of children and vulnerable adults, the elderly, infirm or disabled
- To drive the Company's vehicles in a safe, legal and professional way
- To drive to the predetermined itinerary not departing early or late, when it is safe to do so
- 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 a journey. This is done by reading notices, attending briefings, listening to the on bus radio (if you have one fitted).

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
 - 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 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

Staff Development

- 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 undertake any reasonable request made by the Company

	Essential	Desirable	Measure
Relevant Experience	Valid Current UK (or acceptable other) Cat D License	Experience of dealing with customers	Inspect licence
	No greater than 3 penalty points	Knowledge of geographical operating area	
	Proven ability to work in the UK	Accident free record over the last 12 months	Eligibility to work assessed through relevant documents
	Able to provide suitable references		
	Able to prove their identity		ID presented at interview
	Professional driving experience		
	Hold digital tacho card		
Education and Training	Basic secondary education or equivalent	NVQ in road passenger transport	Review application form for training
	Has received 7 hours of DCPC training each year	NVQ in Customer Care	Discuss formal training at interview
	Willing to undertake further relevant training	Advanced driver training	Review certificates etc
		MIDAS training	
Knowledge	Understanding of customer service	Working knowledge of EU road network	Discuss during interview
	Working knowledge of UK road network		
	Full working knowledge of EU drivers' hours regulations		
Skills and Abilities	Ability to drive a vehicle to a competent and safe standard		Driving assessment
	Good written and verbal		From application form and interview

	communication skills using English Language to ESOL entry level 2.		assessment and driver competency test
	Able to deal with customer service issues.		
	Ability to route plan, factoring size of vehicle and drivers' hours regs		
	Ability to present a vehicle to good standard		
	Able to work unsupervised		
Personality	Friendly		
	Polite		
	Professional		
	Calm under pressure		
	Flexible		
	Honest		
Health	Must be physically able to carry out role		
	Must be able to pass PCV medical		
Appearance	Clean, Smart, well groomed		
Pre Employment Checks	Must pass enhanced CRB check	Own transport	
	Must pass drugs and alcohol screening	Lives within reasonable commuting distance	
		Willing to do overtime	