

# Job description

**Job title:** Passenger Driver

**Grade:** Grade 4

**Job evaluation reference:** HF606

**Job family:** Hospitality and Facilities

## Purpose and impact

1. To convey passengers safely to and from their homes and other establishments, in accordance with the route schedule (with or without the assistance of an escort) having particular regard for their comfort and particular disability.

To work within agreed principles and guidelines, under the direct supervision of the line manager. Work will be largely regulated by laid down procedures although some creativity may be applied. Contacts will be generally routine although the post holder will be dealing with passengers.

## Key responsibilities

Depending on the location of the role, the duties may include any of the following:-

3. To convey passengers safely to and from their homes and other establishments, in accordance with the route schedule (with or without the assistance of an escort) having particular regard for their comfort and particular disability.
4. To assist passengers to enter and leave their homes and to assist them in boarding and disembarking the vehicle.
5. To observe all Health and Safety Regulations and Local Authority procedures including seat belt requirements, traffic regulations, evacuation procedures, fire safety on vehicles, correct use of tail-lifts, ramps, wheelchair securing devices and other equipment, emergency first aid and to respond in accordance with Directorate procedures in emergency situations.
6. To liaise with staff in Dorset Travel with regard to passenger incidents, occurrences and any other situations including the identification of the need for a Risk Assessment to be carried out.
7. To check, service, issue and maintain stock levels of equipment.
8. To alert the Compliance Officer to any problems, particularly those relating to vehicles and access to passengers' homes.
9. To conduct daily vehicle checks to include oil, water, tyre pressures and where required ensure correct levels are maintained. Fuel the vehicle as necessary and keep the vehicle in a clean and tidy condition.
10. To maintain vehicle log sheets and report any accidents which occur both verbally and in writing.
11. To ensure daily that equipment on the vehicle matches the vehicle inventory and is in good working order.
12. To deliver goods as required and deliver vehicle(s) to the workshop when necessary.
13. Internal maintenance and cleaning of vehicles.



14. Operation of public service routes, including collection of fares, if required.
15. Any other lesser or comparable duties as required relating to the particular specialised function of the team or teams.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### **Other factors**

16. The post holder will have responsibility for a vehicle, fuel card and mobile phone.
17. Lone working in the majority of instances, with responsibility for up to 15 passengers at anytime. Physical demands include pushing and manoeuvring wheelchairs, bending, kneeling, stretching and manual handling. Working outside in all weathers. Working safely in cramped conditions and driving a large minibus when access to property can be limited. Working split shifts.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. Basic literacy and numeracy qualification or proven ability.	Application form
<b>Experience</b>	
2. Driving Experience.	Application form Interview Assessment
3. Working with the public.	Application form Interview Assessment
<b>Knowledge</b>	
4. Knowledge of the Highway Code and safety regulations.	Application form Interview Assessment
<b>Skills and abilities</b>	
5. Safe Driving Skills.	Interview Assessment References
6. Ability to follow procedures and work on own initiative.	Interview Assessment References
7. Ability to work under pressure.	Interview Assessment References
8. Ability to demonstrate good inter-personal skills in order to communicate with a wide range of people with differing needs.	Interview Assessment References
9. Caring and understanding attitude.	Interview Assessment References
<b>Our values</b>	
10. Respect	Interview Assessment
11. Together	Interview Assessment
12. Accountability	Interview Assessment
13. Openness	Interview Assessment



14. Curiosity	Interview Assessment
<b>Other</b>	
15. Flexible approach to working hours.	
16. Full valid driving licence with full PVC entitlement.	
17. Medically fit to meet PCV standards.	
18. No serious motoring offences.	

## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

<b>Experience</b>	<b>Assessed through:</b>
19. Working in a caring environment.	Application form Interview Assessment
20. Experience of driving large vehicles.	Application form Interview Assessment
<b>Knowledge</b>	
21. Knowledge of road network in local area.	Application form Interview Assessment

## Approval

Manager's job title: Dorset Travel

Date: February 2017

