

Job Description			
Post Job Title:	PCV Bus Driver	Reports To Job Title:	Operations Manager
Function:	Scheduled Services	Function:	Scheduled Services
Location:	West Midlands		
		Safety Status:	Safety Critical
1.	Purpose of the Job		
1.1	To drive a Passenger Carrying Vehicle in a safe and professional manner, to the standard required by the Department of Transport PCV Test, in order to convey Customers along pre-determined routes in accordance with agreed time schedules. Professional Bus Drivers are required to undertake the following duties and responsibilities in a safe, reliable and courteous manner.		
2.	Key Accountabilities		KPI *
2.1	To drive on pre-determined routes, in accordance with detailed information on duty boards and rosters, and effectively maintain appropriate time schedules.		
2.2	To control customer loading and ensure the legal capacities are not exceeded.		
2.3	To pick up and set down customers at bus stops with due care for their safety as they board and alight the bus.		
2.4	To stop for intending customers and Company officials where indicated either at official bus stops by external signs or by request on 'Hail and Ride' sections of route only.		
2.5	To check vehicles for lost property and hand this to the appropriate staff member in accordance with Company procedures.		
2.6	To ensure that the bus is roadworthy by doing a complete walkround check on the vehicle and completing the Vehicle Condition Report, in accordance with Company training and procedures.		
2.7	To use the on-bus radio in a professional manner for the purpose of conveying information or seeking advice.		
2.8	To follow Company procedures in the event of breakdowns, accidents and emergencies		
2.9	To be fully conversant with any Company vehicle to be driven, once vehicle type training has been provided		
2.10	To set all destination blinds to ensure that the information displayed is correct and legible		
2.11	To input fare information into the electronic ticket machine, issue tickets, inspect and record passes including return tickets.		
2.12	To check the validity of travelcards, tickets and passes, and to withdraw those suspected as being invalid, in accordance with Company procedures		
2.13	To treat customers in a courteous and professional manner, and be alert, careful, considerate and helpful at all times during the journey.		
2.14	To conform to all rules and regulations as laid down in the Road Traffic Act and by Company procedures, rules and regulations.		
2.15	To follow instructions of any Company official.		
2.16	To use ramps as required to allow access/egress to the vehicle by disabled/elderly or mobility impaired customers.		
3.	Role Dimensions		

Financial		Non-Financial	
Not Applicable		Not Applicable	
4.	Main Contacts (External/Internal)*		
Contacts	Frequency		Purpose
Customers	Continual		
Operations Manager	Continual		
General Manager	As required		
5.	Experience, Knowledge & Qualifications Required		
5.1	Must hold a valid car licence with no more than 6 penalty points		
5.2	Must be able to demonstrate an understanding of written and spoken English		
5.3	Ability to work without close supervision		
5.4	Excellent people and communication skills with the ability to deal with people effectively and with ease		
5.5	Experience of delivering excellent customer service in a fast paced working environment		
5.6	A proactive 'want to help' attitude		
6.	Health & Safety Responsibility		
6.1	To ensure compliance with the Health and Safety at Work Act, Road Traffic Act, Disability Discrimination Act, and all other Acts, Rules and Regulations which the Company adheres to. This is applicable on both Company premises and when driving a PCV.		
6.2	To work to the standards and working practices detailed within the Bus Drivers Information Pack and Staff Handbook		
6.3	To carry out duties in a safe and efficient manner.		
6.4	To handle vehicles and any other Company equipment with due care and attention		
6.5	To maintain a smart and tidy personal appearance and wear Company uniform, whilst on duty		
6.6	To ensure the safety and comfort of customers at all times		
6.7	To give assistance, advice and guidance to the public when requested.		
6.8	To ensure all cash is paid into the company.		
6.9	To undertake Refresher Training on an identified training needs basis and/or in accordance with Development Reviews.		
6.10	To comply with health and safety instructions and directives issued by management.		
6.11	Use the appropriate safety equipment properly.		
6.12	Wear Personal Protective Equipment where applicable and report any loss.		
6.13	Refrain from the wilful misuse or interference with anything provided in the interests of health, safety and welfare.		
6.14	Refrain from any action that might endanger themselves, other employees, customers or members of the public.		
6.15	Ensure that all necessary safety precautions are taken and, if they are in a management or supervisory position ensure that instructions are provided.		
6.16	Report immediately any accidents, incidents or near misses to your line manager as soon as possible and always within 24 hours. This should include both personal injury and vehicle damage.		
6.17	Attend and cooperate in any investigation following an incident as required.		
6.18	Cooperate with your employer in attending and actively participating in any health and safety related training courses as required.		
6.19	Report immediately any hazard, faulty equipment or health and safety concern to your line manager and ensure action is taken to make the hazard safe ie fencing them off, using signs etc.		

6.20	Be aware of your personal security and the security of your vehicle or place of work.
7.	Safety Critical
7.1	Comply with all company policies including the Safety and Environmental Policy Statements and Drugs and Alcohol Policy.
7.2	Report all accidents, unsafe acts and conditions to my line manager.
7.3	Be aware of the fire and emergency arrangements for my location and each location visited.
7.4	Set an example by carrying out my duties in a safe manner and ensuring that I do not put myself or others at risk.
8.	Authority
I acknowledge receipt of this job description and I confirm that I am fully conversant with its content	
Post Holders Name:	
Post Holders Signature:	
Date:	

* Only applicable for Manager Grades and above.