



# JOB PROFILE

<b>Post Title:</b>	Bus Driver
<b>Directorate:</b>	Central Support Service -Transport Division
<b>Responsible to:</b>	Senior Transport Manager
<b>Responsible for:</b>	N/A
<b>Grade:</b>	Band B

## Job Purpose

To improve the lives of all within our community and help the island thrive by being responsible for helping to provide the Public Transport services for the community. The Public Transport Service is well utilised by shift workers for home to work purposes as well as many other members of the community for social purposes; it is highly valued by all users.

## Main Duties and Responsibilities

1. Perform driving duties for the delivery of the Public Transport Service working to a rota on a shift basis which will include early morning and late night work, weekends and Public Holidays. The basic working hours are 35 per week and overtime will be paid for hours in excess of these.
2. Responsible for carrying out daily water, oil and other checks as required by the Senior Transport Manager.
3. Responsible for collecting payments from customers who use the public transport service, issuing tickets and reconciling payments received against tickets issued every day.
4. Assist customers who may have difficulty getting on or off the buses, including assistance with shopping bags if required.
5. Responsible for ensuring the safety of passengers at all time by ensuring use of seat belts if such are fitted.
6. Responsible for ensuring all passengers are seated before journeys commence and that the number of passengers on the bus does not exceed the number of seats available.
7. Responsible for ensuring that buses are kept clean by carrying out daily internal cleaning, removing any rubbish that may have been deposited and washing the buses once per week as a minimum or as and when required.
8. Responsible for ensuring no smoking, eating or drinking by customers whilst they are on the bus.



## ***JOB PROFILE***

---

9. Responsible for complying with all legislation and SHG policies with regard to use of SHG vehicles, for example, wearing seat belts, no smoking in vehicles and non-use of mobile phones whilst driving.
10. Any other duties required by the Line Manager.

### **Special Conditions**

- Shift work including early mornings, late nights, weekends and Public Holidays
- May have to deal with awkward and abusive members of the public

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



# JOB PROFILE

## Core Competency Framework

Competency	Level
<b>Professional Development:</b> N/A	i
<b>Planning &amp; Delivery of Work:</b> Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.	ii
<b>Analysis and use of Information:</b> Capable of resolving day-to-day problems with own work or refer to manager when necessary. Attentive to detail and capable of interpreting basic written information.	ii
<b>Decision Making:</b> Ability to act on own initiative and apply sound logic to simple decision making and problem solving.	ii
<b>Working with Others:</b> Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	ii
<b>Communication:</b> Good oral and written communication and ability to record factual information accurately.	iii
<b>Influencing and Persuading:</b> Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.	ii
<b>Dealing with Change:</b> Flexible and adaptable to change	ii
<b>Continuous Improvement:</b> Willing to learn and develop in job role	i
<b>Managing Resources:</b> Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.	ii



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
Functional skills level two in Numeracy and literacy	E	√	
Valid Driving Licence classes A, C, D	E	√	
<b>Knowledge &amp; Experience:</b>			
Experience in driving buses	E	√	√
Experience of working in a customer facing role	D	√	√
Awareness of of safeguarding processes and protocols	D		√
Basic understanding and awareness of automotive practices	E		√
<b>Skills and Abilities:</b>			
Ability to confidently handle cash and reconcile cash received with tickets issued, as well as payment transactions via debit cards	E	√	√
Good customer care skills	E		√
Must have a good command of English	E	√	√
Good written and verbal communication skills to communicate with all types of people	E		√
Must maintain confidentiality	E		√
Ability to work without direct supervision and to organise own workload	E		√
Ability to empathise with people	E		√
<b>Other:</b>			
Ability to work within all guidelines of policies and procedures within the Directorate appropriate to the role.	E		√
Awareness of Health and Safety procedures, Service Standards and safe working systems	E		√
Must be trustworthy	E		√
Willingness to work flexibly	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√



## **PERSON SPECIFICATION**

---

### **Our Values**

#### **FAIRNESS**

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### **INTEGRITY**

We communicate openly and we are honest, accountable and ethical.

#### **TEAMWORK**

We work together and we support each other.

### **Professional or Career Progression Cadre Competency Framework**

N/a