

## **Bristol Community Transport**

### **Job Description**

POST:	Driver/Escort
SALARY:	£16,882.09 pro rata
HOURS:	2 days (15 hours). Wednesday and Thursday <b>AND</b> 3 days (22.5 hours) Wednesday, Thursday, Friday Flexibility will be required to work evenings and occasional weekends
HOLIDAYS:	20 plus 8 bank holidays
RESPONSIBLE TO:	Customer Service Supervisor

### **Aim**

To provide a safe and comfortable driving and escort service to elderly and disabled passengers ensuring that their support needs are met when travelling.

### **Main Duties**

#### Customer Care

- Provide a high standard of customer care.
- Be responsible for escorting passengers from their home or pick up location into the vehicle, ensuring their safety and comfort whilst on board, and from the vehicle to their destination ensuring their individual access needs are met.

#### Driving Duties

- Ensure the appropriate mobility equipment is available on the vehicle for the day's schedule and the vehicle's seating configuration is correct for the number of wheelchairs/passengers being transported on the day's schedule.
- Keep to the daily driver schedule advising the office of any changes to the passenger list, road traffic conditions or other issues that might affect the schedule.
- Drive to the highest standards at all times and in accordance with the Highway Code and BCT's driver guidelines.

- Use all equipment in accordance with instructions, health and safety and other relevant legislation.

#### Vehicle Fleet

- Carry out vehicle safety inspections at the start of shift and routine inspections at the end of shift reporting any maintenance requirements.

#### Portable Assets & Uniform

- Be responsible for the safe-keeping of assets including bus to base radio equipment, mobile data terminals, mobility equipment and other sundry items as issued.
- Ensure the organisational uniform is worn and kept in a clean and presentable condition to reflect and maintain the professional image of the organisation.

#### Administration Duties

- Ensure timely and accurate communication and reporting of passenger journeys, using the driver's mobile data terminal.
- Complete the reporting procedure for incidents, accidents or similar emergencies in line with policy.
- Collect and record passenger fares and travel card information.

#### General Duties

- Be aware of new operational systems, procedures and legislative changes and adapt accordingly.
- Attend staff meetings as required.
- Undertake appropriate training and development.
- Promote Bristol Community Transport and its Dial-a-Ride service
- In addition to the duties and responsibilities listed, the post holder is required to perform other duties assigned by the Management Team from time to time.

## Person Specification – Driver / Escort

<b>Essential – experience and qualifications</b>	
Full, clean driving licence held for minimum of 2 years with D1 category entitlement to drive minibuses	
Aged over 21 (for insurance purposes)	
Knowledge of (DVSA), DVLA requirements	
Numerate and literate	
Excellent customer service skills	
Knowledge of Bristol road networks	
<b>Personal qualities</b>	
Excellent customer care skills	
The ability to communicate with a wide range of people	
Willingness to assist with and respond to passengers' mobility and access need	
Self reliant and able to use own initiative	
Flexible	
Commitment to equal opportunities	
<b>Desirable</b>	
Experience of driving minibuses or larger	
DBS check	
MiDAS training	
Knowledge of basic vehicle maintenance	
Experience of handling documentation	