

Bus Driver – Job Description

Purpose of the Role

- A bus driver is a Professional Driver responsible for driving a passenger carrying vehicle (PCV), a Public Service Vehicle (PSV) in Guernsey, providing outstanding customer service and a safe and comfortable journey throughout the network of bus services.

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 vest is always worn in vehicle movement areas
- To ensure that speed limits are observed within bus depots, bus stations and on road.
- 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, non smoking requirements 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 bus cab 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 bus any information that may help them during their journey. Examples would be telling customers the best stop for their destination, road closures & diversions
- To always behave in a friendly and professional way to customers and colleagues
- To recognise and assist with the additional needs of children and vulnerable adults, older people or disabled people.
- To offer the best fare to the customer for their journey
- To take cash for payment of fares and make sure customers get the correct change (where applicable)

Business

- To drive the Company's vehicles in a safe, legal and professional way
- To drive to the set timetable, not running early or late, when it is safe to do so
- To accurately use the ticket machine
- To keep cash secure and safe within the driver cab at all times
- To ensure all cash is accurately paid into the appropriate location at the end of your daily duty
- To display the correct destination on the vehicle's destination blind at all times

- To keep up to date with road closures, diversions and special events which may affect bus services. This is done by reading notices, listening to the 2-way bus radio (if you have one fitted).
- To keep up to date with any changes to conditions of travel, ticket types, fares or promotions by reading notices, briefings or updated stage / fare books.

Qualifications (Driving Licence)

- To ensure that a valid Category D driving licence is held at all times and is available for inspection by a member of 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 (eg 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 bus 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
- To undertake continuous training provided from time to time by the company

Miscellaneous

- To ensure adherence to all CT Plus Bus policies and procedures at all times
- To undertake any reasonable request made by the Company. This could include driving on other services, shuttling buses and staff between various locations.

Name Employee

Signed Employee

Date

Review date to be agreed but no longer than six months from the above date.