# Job Description

**Role Profile**  Home to School car driver.

**Service/Team** Environment / Passenger Transport

**Reports to** Fleet Manager (job title subject to change)

**Responsible for** No supervisory responsibility

**Number of posts** 4

**Post number** TBC

**Career Grade** TBC

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by transporting vulnerable young people with a statutory entitlement from their home to/from school safely by car. This may include a wheelchair accessible car and may be with or without a Passenger Assistant.**

**Job Overview**

The transportation of young people as directed, by car or wheelchair accessible car, between their homes and school or other educational setting with or without the assistance of a Passenger Assistant.

To deliver a high quality, efficient passenger transport service; for passengers many of whom are vulnerable because of special needs and or disability, with regard for their comfort, safety and wellbeing.

## Key Responsibilities

1. To show empathy when transporting passengers with a range of special needs. To treat passengers as individuals, helping where necessary and gently encourage them to attend school when required.
2. To observe all transport regulations to ensure compliance with the Highway Code.
3. To be responsible for the vehicle whilst in operation including the safety of all passengers.
4. To work in partnership with Passenger Assistants where employed.
5. To ensure roadworthiness by being responsible for daily vehicle safety checks and reporting any concerns accordingly.
6. To observe and comply with the Council’s Health and Safety Regulations/Policy and Working Procedures.
7. To inform and liaise with the Passenger Transport office regarding any incidents, accidents or near misses involving passengers, or the vehicle.
8. Deliver excellent customer care to passengers and their families, internal and external organisations and members of the public, to maintain and promote the reputation of BCP Council.
9. To be responsible for keeping the vehicle and equipment clean and in good condition. The cleaning of vehicles may include dealing with spillages of bodily fluids.
10. To maintain vehicle log sheets and complete other written reports as required.
11. To be flexible about working hours and be aware that on occasions additional hours will be required without notice because of operational circumstances.
12. Drivers may be required to attend training sessions and meetings outside of normal working hours this may include evenings and weekends
13. To participate in risk assessments and to provide information to the Passenger Transport office about passenger’s attendance, address, mobility, behaviour and operational practices so that Passenger Schedules remain up to date and accurate.
14. To be proactive in making suggestions to Passenger Transport office for improvements to routes and services
15. To be proactive in resolving customer queries, provide them with advice and guidance, keeping line managers informed and escalating concerns where necessary.
16. To make appropriate decisions when faced with road closures/accidents/diversions to ensure the day to day operational service is maintained.
17. To undertake such other duties as may be required from time to time commensurate with the level of the post.
18. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and General Data Protection Regulations.

## Specific Qualifications and Experience

Over 21 years of age, with at least 2 years driving experience and a full driving licence including category B valid to drive in the UK.

Proven experience of working in a customer facing role ideal within a social care or educational environment.

Knowledge of the geography of the BCP conurbation.

## Personal Qualities & Attributes

Patient, caring and empathetic with an understanding of SEND.

Physically capable of assisting service users with limited mobility in line with moving and handling procedures

Warm, friendly and cheerful personality. Excellent communication skills, taking care to listen and communicate effectively to passengers who may be struggle to communicate verbally.

Ability to work well as a lone worker or part of a small team under pressure.

The ability to respect the views of others and work as part of a team

Positive and self-confident

Dedicated and reliable and punctual.

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| Job Requirements  * Enhanced Disclosure & Barring Service check. * Must be able to travel, to different parking depots within BCP   Flexible approach to working hours (Monday to Sunday) and the need to work overtime/toil at short notice  This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post. |
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