

Job Description & Person Specification



Job Title	Minibus Driver
Division/Location	Norse Group Transport Division
Reporting to	Area Supervisor
Weekly Hours	
Grade/Salary	£9.18

Job Description

The Role:

To have responsibility with the Passenger Assistant (where present) for collecting and taking clients to and from various schools and day care centres.

Main Responsibilities

- To adhere to Norfolk County Council’s safeguarding procedure.
- To adhere to Norse Driver First Use Check procedure.
- To drive company passenger and delivery vehicles as required.
- To be responsible for the safety, welfare and proper conduct of clients and passengers in accordance with their particular emotional or physical needs, in conjunction with the Passenger Assistant where present.
- To supervise the behavior of clients and passengers, seating and securing of seat belts or wheel chairs where appropriate, in conjunction with the Passenger Assistant where present.
- To see clients safely from door-to-door and, where necessary, assist into their homes, schools or day Centre’s, leaving them safely and with a nominated carer where required, in conjunction with the Passenger Assistant where present.
- To act as first point of contact with the driver between children’s/clients, carer and the school or Centre staff, conveying any relevant messages and information to all parties, in conjunction with the Passenger Assistant where present.
- To understand and respect the client’s privacy, dignity and confidentiality.
- To understand and if necessary cope with feelings of the client’s carer.
- To be responsible for appropriate vehicle maintenance, safety checks and routine cleaning of vehicle, both inside and out.
- To be responsible for checking the vehicle at the beginning and end of every journey, checking for lost property and ensuring all clients have left the vehicle, in conjunction with the Passenger Assistant where present. Leaving the vehicle safely and securely parked.
- To be familiar with the drivers guide and be aware what to do in cases of emergencies and accidents.
- Ensure that services are provided in accordance with company standards and objectives of quality assurance.
- To ensure as far as is reasonably practicable, observance and adherence to the provisions

Approval/Review Date			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

of the Health and Safety at Work Act.

- To attend training in addition to contracted hours to ensure compliance with Norse Health and Safety Policy and Norfolk County Council Travel and Transport contracts.
- To perform such other duties of a like nature as may be directed by the Lead Driver/ Transport Manager / Assistant Passenger Services Manager.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Category D1 Licence Entitlement Knowledge of moving/handling techniques. Knowledge of First Aid/Emergency Aid	Essential Desirable Desirable	AF AF/I AF/I
Experience	Good geographical knowledge of local area. Previous experience of driving passenger carrying vehicles. Experience of working with vulnerable adults and children.	Essential Essential Desirable	AF/I AF/I AF/I
Skills/Abilities	Patient and Tolerant. Good Organisational Skills. Excellent customer service skills Flexible and adaptable a pproach toward Work	Essential Essential Essential Essential	I I I I
Other Requirements			

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Approved by HR Director:		Date :	

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Agreement

Employee Name:

Date:

Employee Signature:

Approval/Review Date

Approved by Operations Director:

Date
:

Approved by HR Director:

Date
: