



Job Description and Person Specification

Job Title: Bus Driver

Reporting to: Staff Manager

Location: Queens Road, Manchester

Purpose: To provide safe, reliable and customer focused service as a professional PCV Driver.

Main Responsibilities and tasks

- Provide high levels of customer service
- To be able to drive to DSA standards
- To take cash, contactless and mobile app payments
- To work to and adhere to company policies and standard operating procedures
- To promote a positive health and safety culture within the business

Key Safety Responsibilities

- Acting in a manner as to ensure the health, safety, welfare, environment and fire safety of yourself and others in the organisation, as well as any customers, clients and visitors.
- Ensuring that you and any guests to any company premises understand emergency and evacuation arrangements.
- Ensuring your working environment is maintained in a safe and tidy condition.
- Acting proactively in identifying any unsafe practices or safety risks in the organisation and reporting these through the appropriate channels.
- Ensuring adherence to all relevant company and Go-Ahead group company policies and procedures.

Knowledge and Skills Requirements

Essential

- Basic IT Skills
- Good level of numerical competency
- Good level of verbal reasoning
- Excellent Highway code knowledge
- Excellent timekeeping skills
- Possess a driver's licence and be able to drive to test standard
- Experience working in a front-line customer service role
- Self-disciplined to manage shift working
- Be able to understand and implement complex instructions
- No more than 3 licence points
- To learn quickly in an ever-changing environment.

Desired

- A sound geographical knowledge of the Greater Manchester area

Created: December 2019

Behaviours

- Take pride in yourself and set your individual standards high. Bus Driving is a professional career and the standards expected by Go North West reflect how importantly we view the role.
- This isn't a 9 to 5 job! The environment we work in is ever changing and we need drivers who can react, adapt and be flexible. We need to deliver for the customers and this is our number one priority. Our drivers need to be able to thrive in this environment.
- You need to understand responsibility. You're responsible for the safety of your customers and colleagues, your timekeeping, your own personal standards, and for building the brand and image of our company.
- You'll be serving hundreds of customers every week. How will you make them feel when they board your bus? We're a new business that is desperate to grow and the only way we can achieve this is with a team of drivers who put the customer first always.
- You're going to have to be tough sometimes. You're going to encounter challenges and difficult situations every day. How you deal with these situations will determine if this is the job for you.
- We want you to be you! Bring your own personality, creativity and ideas and improve our team. We use technology to make sure we're all connected and we can share our thoughts and ideas as one team.