

## **Job Description - PCV Driver - Morris Travel Ltd**

**Post Job Title:** PCV Bus Driver

**Reports To Job Title:** Operations Manager

**Function:** Scheduled Services / School College Contracts

**Location:** Based in Carmarthen but may be required to work from Lampeter.

### **Purpose:**

To drive a Passenger Carrying Vehicle in a safe and professional manner, to the standard required by the Department of Transport PCV Test, in order to convey Customers along pre-determined routes in accordance with agreed time schedules.

Professional Bus Drivers are required to undertake the following duties and responsibilities in a safe, reliable and courteous manner.

To drive on pre-determined routes, in accordance with detailed information on duty boards and rosters, and effectively maintain appropriate time schedules.

To control customer loading and ensure the legal capacities are not exceeded.

To pick up and set down customers at bus stops with due care for their safety as they board and alight the bus.

To stop for intending customers and Company officials where indicated either at official bus stops by external signs or by request on 'Hail and Ride' sections of route only.

To check vehicles for lost property and hand this to the appropriate staff member in accordance with Company procedures.

To ensure that the bus is roadworthy by doing a complete walkround check on the vehicle and completing the Vehicle Condition Report, in accordance with Company training and procedures.

To use your mobile telephone, if required, in a professional manner for the purpose of conveying information or seeking advice.

To follow Company procedures in the event of breakdowns, accidents and emergencies.

To be fully conversant with any Company vehicle to be driven, once vehicle type training has been provided.

To set all destination blinds to ensure that the information displayed is correct and legible.

To input fare information into the electronic ticket machine, issue tickets, inspect and record passes including return tickets.

To check the validity of travelcards, tickets and passes, and to withdraw those suspected as being invalid, in accordance with Company procedures.

To treat customers in a courteous and professional manner, and be alert, careful, considerate and helpful at all times during the journey.

To conform to all rules and regulations as laid down in the Road Traffic Act and by Company procedures, rules and regulations.

To follow instructions of any Company official.

To use ramps as required to allow access/egress to the vehicle by disabled/elderly or mobility impaired customers.

Must hold a valid car licence with no more than 3 penalty points.

Must be able to demonstrate an understanding of written and spoken English.

Ability to work without close supervision.

Excellent people and communication skills with the ability to deal with people effectively and with ease.

Experience of delivering excellent customer service in a fast paced working environment

A proactive 'want to help' attitude.

To ensure compliance with the Health and Safety at Work Act, Road Traffic Act, Disability Discrimination Act, and all other Acts, Rules and Regulations which the Company adheres to. This is applicable on both Company premises and when driving a PCV.

To work to the standards and working practices detailed within the Staff Handbook.

To carry out duties in a safe and efficient manner.

To handle vehicles and any other Company equipment with due care and attention.

To maintain a smart and tidy personal appearance and wear Company uniform, whilst on duty.

To ensure the safety and comfort of customers at all times.

To give assistance, advice and guidance to the public when requested.

To ensure all cash is paid into the company.

To undertake Refresher Training on an identified training needs basis and/or in accordance with development Reviews.