

Job Description



Job Title:	SSHH Bus Driver
Responsible to:	Administration Coordinator
Department:	Central Services
Contract:	Casual, term time only
Hours of work:	Zero hours according to the needs of the organisation Hours cover weekdays and weekends. Shifts typically operate from 9pm until anything between 1am and 6am.
Salary:	£7.90 per hour (£8.85 with holiday pay)
Purpose of post:	To provide a welfare service for the Students' Union by driving students of Royal Holloway to their homes (within a 3 mile radius of campus) after SU function nights.
Key Dates:	Application Closing Date: Sunday 13 th March (midnight) Interviews: 16 th and 17 th March Minibus Test: Tuesday 22 nd March Induction: 27 th or 28 th April Shadow Shifts: Week commencing 2 nd May and 9 th May Start Date: There will be the possibility of one or two shifts in term 3 but shifts will start properly in September 2016.

GENERAL DUTIES & RESPONSIBILITIES

- Complete vehicle checklist before each shift, ensuring the minibus is safe to drive.
- Provide regular shuttles from designated spots to Kingswood and the local area. Also, assist in any other tasks/vehicle bookings which may be requested from time to time after appropriate consultation and joint agreement.
- Communicate any changes or delays in the service to your line manager during the day and the venue duty manager at night. Also maintain constant communication with other drivers on the shift.
- Keep the vehicle clean and ensure all spillages (including bodily fluids) are removed before the end of each shift.
- Ensure (where possible) that all student staff are driven home before your own shift finishes.
- Refuel the minibus when needed and provide receipts, fuel cards and vehicle keys to an agreed storage point.
- Deliver feedback from the shift via the End of Night report for the line manager to check over the following day (e.g. low windscreen fluid, broken headlight or low on cleaning resolve).
- Ensure participation in all departmental and personal training sessions as requested by the line manager or HR (including pre-employment SSHH Bus Driver Test and Shadow Shift) and ensure compliance with all legislative regulations and company policies as outlined in the SU Transport Policy.

HEALTH & SAFETY

- Ensure high standards of health and safety are maintained at all times, minimising risks to self and others by reporting any faults which may jeopardise this.
- Check that all required safety items are present on the bus (first aid kit, hazard warning triangle etc.).
- Keep the storage areas within the bus clean, tidy and safe.

LEGISLATION & COMPANY POLICY

- Pre-journey vehicle checklist must be completed before every shift.
- Money must not be collected by any driver during shifts. This is a condition of our operation and is non-negotiable. Only tickets (or other forms of proof of purchase approved by line manager) may be accepted.
- Must maintain a valid and clean driver's license throughout period of employment. Any changes to this must be communicated to the line manager immediately. Similarly any accident incurred personally should be reported to your line manager as soon as possible as this will impact your insurance cover for the SU.

QUALITY

- Complies with all regulatory and SURHUL policies/procedures relevant to the performance of own role as a SSHH Bus driver.

- Identifies problems as they arise, resolving them where possible/appropriate and reporting them when necessary.
- Participates in audit programmes, as required.

Personal Specification

	Essential	Desirable
1. Education and Training		
Must be a current RHUL student for 2015/2016	X	
Drivers must have passed their practical driving test at least 2 years previous to the point of application. It is also preferred that applicants would have driven regularly since then.	X	
2. Team Working & Personal Development		
Works within limits of own competence, taking responsibility for own actions.	X	
Recognises when colleagues need assistance, offering constant communication and practical support when needed.	X	
Respects and supports equality & diversity, reporting actions which undermine this.	X	
Shows flexibility in adapting to changes and presents a willingness to cover other drivers' shifts when able to do so.	X	
Demonstrates high levels of organisation and time-keeping, as well as integrity, reliability, confidence and enthusiasm.	X	
3. Customer Focus		
Communicates calmly, politely and tactfully to customers under all circumstances. The driver must also show confidence in authority of position where appropriate and report any customers who act in an unruly manner, are sick on the bus or cause any other issues.	X	
Treats everyone with dignity and respect, ensuring confidentiality is maintained.	X	
Takes responsibility for queries raised, making sure any issues which may interfere with customer satisfaction are either resolved or reported.		X
Ensure that the vehicle is kept clean during the shift for each new shuttle.		X
4. Attitudes and Personal style		
Ability to develop and maintain effective professional relationships	X	
A strong team player	X	
5. Values		
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. As part of any application, we're keen to hear about times you've demonstrated any of the following:		
Student Focused: everything we do will have students at the heart of it.	X	
High Quality: expectations are high, and we must exceed them	X	
Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.	X	
Brave: we should be bold and not afraid to challenge the status quo.	X	
Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.	X	