

Job Description & Person Specification



Job Title	Minibus Driver
Division/Location	Norse Group Transport Division
Reporting to	Area Supervisor
Weekly Hours	As advertised
Grade/Salary	£19,968 pro rata

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:	
<ul style="list-style-type: none"> • Adhering to Norfolk County Council’s safeguarding procedure. • Following the Norse Driver First Use Check procedure. • Driving company passenger and delivery vehicles as required. • Being 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. • Supervising 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. • Seeing clients safely from door-to-door and, where necessary, assisting 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. • Acting 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. • Understanding and respecting the client’s privacy, dignity and confidentiality and if necessary cope with feelings of the client’s carer. • Being responsible for appropriate vehicle maintenance, safety checks and routine cleaning of vehicle, both inside and out. • 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. • Being familiar with the drivers guide and be aware what to do in cases of emergencies and accidents. • Ensuring that services are provided in accordance with company standards and objectives of quality assurance. • Adhering to the provisions of the Health and Safety at Work Act as far as is reasonably practicable • Attending training in addition to contracted hours to ensure compliance with Norse Health and Safety Policy and Norfolk County Council Travel and Transport contracts. • 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, including:	
<ul style="list-style-type: none"> • Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required. 	

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

- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

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

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>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.</p> <p>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.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

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.

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		:	
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		:	

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

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