



## Job Application Guidance:

### Community Transport Driver (full-time)

---

Thank you for your interest in the position of Community Transport Driver at Ealing Community Transport (ECT). This document provides you with the necessary guidance and information for completing the application for this role.

Table of Contents	Page number
Job Description.....	2
Person Specification.....	5
Summary of terms of employment.....	7



# 1 Job Description

## 1.1 Main duties

The Driver will report to the Operations Manager (delegated to the operations team on a day-to-day basis) and the list below outlines the main duties of a Driver at ECT.

- Work as part of an efficient team providing a quality service for individuals who have mobility difficulties and cannot use public transport, working closely with the Transport Team as required.
- The driver will be dealing extensively with disabled and older people, as well as children and the driver must demonstrate their ability to deal sensitively with their needs.
- Drive light vehicles adapted to transport individuals who may have mobility difficulties (e.g. disabled and older members of the community) with due consideration to their needs and comfort.
- Provide a door to door service, collect and deliver passengers to and from their destination as required by route schedules. In addition, undertake route planning to take into consideration passenger needs and traffic conditions.
- Drivers will be required to undertake manual handling activities, for example assisting wheelchair users, assisting disabled people to walk to/ from bus, carrying shopping etc.
- If a passenger assistant (PA) is provided for the route, then the driver and PA must work as a team to provide a safe and quality service. This will require flexibility from both members of the team.
- The driver is responsible for the safe and comfortable access of the vehicle by all passengers, ensuring that wheelchair users and those unable to manage steps do so safely using the accessible lift. All wheelchairs and equipment must be secured safely before driving off.
- Ensure that all passengers are sitting safely and comfortably in their designated seats or belts as required before driving off.
- If the passenger is not ready for collection, the driver must wait five minutes beyond the scheduled collection time and check with office before moving off.

- For the homeward journey, if parent or carer is not available to receive the passenger, where appropriate, the driver is expected to follow strict predefined procedures.
- The driver will remain in contact with the Operations Team and be responsive to operational needs.
- The driver will complete paperwork and fill in log-sheets, as required, on a daily basis.
- The driver will attend training courses relevant to the transportation and safety of children, older people and those with disabilities.
- The driver will be responsible for daily safety checks of the vehicle. These include the daily checking of oil, water and exterior bodywork before the commencement of their round. All defects must be immediately reported. In addition, the driver will be responsible for maintaining their vehicle in a clean and tidy condition.
- The driver will report to the Transport Team any accidents and vehicle damage, and possible offences under the Road Traffic Acts as well as all matters affecting the efficiency and day to day running of the transport service.
- The driver is responsible for payment of any penalty charge incurred as a result of contravening a Highway Code regulation during the course of their duties.
- The driver must adhere to safe working practices, Health & Safety policies and other procedures; report all accidents and incidents in accordance with procedures. Further, the driver is responsible for day-to-day health and safety issues, wear appropriate personal protective equipment and to ensure that a duty of care is maintained to him/herself, their passengers and other colleagues.
- The driver will complete duties in accordance with procedures and training and adhere to ECT Charity's Equality and Diversity Policy.
- The driver will assist the Transport Team in promoting ECT Charity's services to the community.
- The driver will undertake all other reasonable duties as delegated to them by the Operations Manager or other ECT Manager.

## 1.2 Specific duties

As a full-time Driver, you will be assigned to cover driving schedules as required by the Operations team. This may be regular work, covering other drivers or ad-hoc contracts. Services include Dial-a-Ride, PlusBus, Day Centres, Group Transport and school contracts.

Drivers will be expected to:

- Cover the duties of other drivers and familiarise themselves with those duties and their specific requirements.
- Work shift rotas, split shifts, evenings and weekend rotas as and when required by mutual agreement.
- Monitor timetables and keep the Transport Team informed if regular difficulties arise as well as recommending amendments where appropriate.

Note that this job description is subject to amendment in the light of changes in its work, priorities or requirements. Such amendments would be introduced only after consultation.

---

## Person Specification

### 1.3 Requirements for the job

The Driver **must**:

- be over 21 and under 69 years old;
- have held a full clean UK driving licence for at least 2 years, have had no serious motoring convictions for at least 5 years, and no bans for at least 10 years; and
- have at least a D1 entitlement on their driving licence;

Additionally, as the Driver may be in sole charge of passengers as part of Regulated Activities, the post is subject to an Enhanced Criminal Record Check with the Disclosure and Barring Service (DBS) in accordance with the Code of Practice and ECT Charity's Recruitment of Ex-Offenders Policy.

### 1.4 Essential qualities

It is essential that the candidate:

- is over 21 years of age and has held a full, UK driving licence for at least two years (at least D1 entitlement on driving licence);
- has experience of regular driving commitments;
- has or has the ability to learn to drive a larger vehicle safely showing due consideration to passengers and other drivers;
- is able to undertake route planning and map reading;
- has excellent communication skills and is able to communicate well with passengers;
- is able to take care of the travelling needs of passengers;
- is physically capable to undertake regular manual handling activities such as:
  - assisting wheelchair users (but not lifting)
  - assisting disabled people to walk to/ from bus
  - carrying shopping etc.
- is able to work as part of a team;
- can show initiative in resolving problems when required;
- is able to take and follow instructions and learn quickly in a changing situation;
- is able to undertake regular vehicle checks (including fluid levels) and is able to maintain their vehicle in a clean and hygienic condition;

- is reliable, conscientious and punctual;
- is honest;
- is able to work independently without supervision;
- is able to stay calm in difficult situations;
- is flexible in their approach to their work;
- is committed to doing their job well;
- has a special and caring nature;
- is able to get on with people from all backgrounds and in all circumstances in a polite and sensitive way (including people from all ethnic groups, religious groups, people of both sexes, people with disabilities and people in need);
- is sympathetic to the needs of older and disabled people.

Please note that the items in the above list are not listed in any particular order.

---

## Summary of terms of employment

### 1. General

The driver will cover his/her duties to provide transport for our clients or customers as required by the Operations team.

### 2. Location

Drivers will be required to operate daily out of our Greenford Depot although this may change for operational reasons. The driver may need to return the vehicle to the depot during the day.

### 3. Hours

- 3.1. The driver will work a 40-hour work week to cover regular driving commitments.
- 3.2. The driver will work shift rotas, split shifts, evenings and weekend rotas as and when required by mutual agreement with us.
- 3.3. The driver will be asked to cover the duties of other drivers as and when required, by mutual agreement with us.
- 3.4. The driver will be expected to start earlier or finish later for operational or traffic reasons.

### 4. Wages

- 4.1. The Driver will be paid £8.50 per hour or prevailing (statutory or other) rates.
- 4.2. Payment will be in arrears through our payroll system directly into a bank account. Timesheets are required.

### 5. Probationary period

The appointment will be subject to a six month probationary period.

### 6. Sick pay and holidays

- 6.1. There is no entitlement to sick leave notwithstanding any statutory entitlement.
- 6.2. There is 5.6 weeks holiday pay entitlement (including bank holidays); drivers are entitled to 28 days paid holiday per year (including bank holidays).

6.3. Full-time drivers are encouraged to take their holidays during the school holiday period.

#### **7. Criminal record**

Drivers are required to undergo an enhanced criminal record check from the Disclosure and Barring Service (DBS), but note that a criminal record will not necessarily be a bar.

#### **8. Uniform**

Drivers will be required to wear our distinctive but informal uniform of yellow polo shirt and green fleece. High visibility vests and other personal protective equipment will be issued as appropriate and must be worn.

#### **9. Training**

Training will be given which includes Minibus Driver Awareness Scheme (MiDAS), a nationally-recognised driving standard. Further training opportunities will be offered where they will enhance our work.