

Application Guide: Minibus Driver

Thank you for your interest in the position of **Minibus Driver** at Dorset Community Transport (“DCT”). This document provides you with the necessary guidance and information for completing the application for this role.

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1 Job Description

1.1 Summary

- Our Minibus Drivers (“**Drivers**”) make a vital contribution to the success of DCT in providing high quality transport, whether to schools, community groups or on a door-to-door basis for elderly, disabled or vulnerable individuals.
- Each Driver will have excellent customer care skills, an ability to deal with situations as they arise, and a commitment to meeting and exceeding the expectations of our customers.
- They will also be able to undertake routine administration tasks with accuracy, such as recording mileage, cancellations, etc., and have the ability to follow instructions. Our Drivers will also be keen to help DCT grow as an organisation.
- Full training on the technical skills needed for this role (such as using wheelchair restraints) is provided.

1.2 Key Tasks

- Collect customers from their home address or other specified pick up point, and transport them safely to their destination, which may be a shopping centre, places of interest, mainstream or special needs schools.
- Assist customers between home and vehicle, including carrying shopping, pushing wheelchairs, etc.
- Ensure the customer is safely at their destination, including checking others are present if necessary for the individual customer, or confirming return arrangements.
- Ensure all customers are safe and secure when in the vehicle, including that legal requirements regarding safety belts, for example, are complied with. Where appropriate, this will involve working with a Passenger Assistant, whose focus is on the behaviour and safety of the passengers.
- Conduct vehicle defect checks prior to taking any minibus into service, recording this appropriately.
- Complete required paperwork with regard to passenger lists, mileage records, etc.
- Account for any cash taken during each shift.
- Contribute ideas to help with the development of DCT, attend all Team Meetings and read the notices, updates, etc. provided to keep all staff up-to-date.

2 Person Specification

2.1 Summary

- In paragraphs 2.2 and 2.3 below, we list the qualities, experience and knowledge that we believe are most important in determining our choice of candidate. Please note that they are not listed in order of importance.
- When completing your application form, it is important to explain how you meet these points (including examples from previous employment, voluntary work, etc.). Our short-listing process will be based on the extent to which applicants meet the person specification.
- Applicants with previous experience of similar roles are welcome, however we are also happy to employ suitable candidates who are new to this type of work.

2.2 Essential qualities

- Full UK driving licence, including D1 category. (Please note that we cannot accept drivers with more than 3 points or with previous drink driving convictions).
- Use of own transport is required for getting to work.
- Use of own mobile is required.
- Commitment to high levels of customer care.
- Ability to read, understand and follow written instructions sheets, setting out journey instructions.
- Accuracy in recording basic information (e.g. mileage records and fares collected) and in counting cash.
- Smart and presentable appearance, with willingness to wear company uniform.

2.3 Desirable qualities

- Familiarity with local area and confidence in planning routes.
- Flexibility with regard to shift patterns.

3 Terms and Conditions

Please note that if we confirm to you that we would like to proceed with your application as Minibus Driver, you will be issued with a full set of terms and conditions. The section below is intended only as a brief guide

3.1 How many hours a week would I work?

Relief Minibus Drivers work on a 'when and as required' basis and provide a valuable service to our organisation. Your engagement will be as a casual worker and your services as a driver will be used as required on an ad hoc and casual basis. This means that there are no guaranteed shifts, but there would be the opportunity to cover sickness, holiday and any extra work we gain (possibly then on a regular basis). There is no obligation on the driver to accept any shifts offered – it is a flexible arrangement on both sides. There may be opportunities for Part-time (minimum 16-hours/week) roles in certain areas; these can be discussed at interview.

3.2 What type of training do you provide?

All of our drivers undertake the Minibus Driver Awareness Scheme (“**MiDAS**”), along with MiDAS Accessible Training, which involves the correct procedures for dealing with mobility issues. Along with this we also cover Health and Safety, Manual Handling, Safeguarding of Vulnerable Passengers, our Policies and Procedures, basic First Aid Training and Vehicle Fire Evacuation. This takes 3 – 4 days and all new drivers are paid for time spent training after they have completed 20 days of actual service.

3.3 Will I be expected to wear uniform?

Yes. DCT issues full uniform to all front-line members of staff, including high visibility jackets and to those individuals who may have to carry out customer-facing duties. Safety Shoes will also be provided for drivers who are required to operate vehicle lifts. Each Driver is therefore expected to wear correct uniform whenever at work, and to look smart and presentable at all times.

3.4 Will I need to complete a DBS form (formerly CRB)?

Yes. This is part of the requirements for accepting a job with us, and you should ensure that you provide full details of any convictions on your Application Form. This may not prevent you from being offered a position, but it is important that you are open about this from the start. DCT will cover the cost of the DBS application.

3.5 Where will I be based?

We are recruiting for Drivers to cover regional routes in each of the areas we operate across Dorset. Whilst some of our work starts and finishes from our main depot in Blandford Forum, many drivers are out-stationed across the county in areas including Bridport, Weymouth, Dorchester, Sherborne, Poole and Bournemouth. Drivers will also need to use their own transport to access minibuses on occasions.

4 Application Process

4.1 How do I apply?

Please find a copy of our Application Form for this role of Minibus Driver on our website. Completed Application Forms can be either emailed to us at dorset@ectcharity.co.uk or posted to us at 25e Sunrise Park, Higher Shaftesbury Road, Blandford, DT11 8ST.

4.2 What advice do you have for completing the Application Form?

Please remember that we expect to have a lot of applications to look at, so the Application Form is your chance to prove why you should be invited to an interview. Don't just answer the questions "yes" and "no"! We recognise that not everyone can fill in forms as well as each other, and some excellent drivers may be less confident with paperwork. We will bear all this in mind, but you need to give us something to think about – examples of what you have done in previous roles that are similar, for instance, or details about voluntary work you do in the community.

We want DCT to be special – so we need you to show us why you're special! (Applicants are welcome to send in a CV, but this must be accompanied by a completed application Form).

4.3 What happens in terms of interviews?

We are always keen to hear from interested applicants. Interviews will be arranged promptly, although actual dates are yet to be confirmed. If you have not heard from us within two weeks of sending us your completed Application Form, please assume that your application was unsuccessful.

Thank you again for your interest in Dorset Community Transport!