

Application Guide – Part-Time Minibus Driver

Thank you for your interest in the position of Part-Time Minibus Driver at Ealing Community Transport. Please read below for information on the role, as well as guidance on completing the job application form.

1. About Ealing Community Transport

- Ealing Community Transport (ECT) has been providing **safe, accessible and affordable community transport** for communities since 1979. Our instantly recognisable green minibuses can be spotted throughout Ealing!
- ECT is also dedicated to supporting and enabling **independent living, reducing isolation** and encouraging **social interaction**, especially for **vulnerable people** (such as older or disabled people or those with mobility difficulties who struggle to leave their homes). We also provide group transport to local voluntary, community and social groups.
- ECT is part of ECT Charity, a nationally-recognised social enterprise that creates **social value** through its **charitable activities**.

2. Summary of Role

- Our Minibus Drivers (“Drivers”) provide a range of community transport services ranging from **door-to-door** transport for vulnerable individuals, outings for **care home residents**, day trips for **community groups** and **home-to-school** transport for pupils with special educational needs and/or disabilities (SEND).
- Our Drivers act with the utmost level of **professionalism, care and compassion** to ensure that passengers have a **safe and enjoyable** journey.
- Drivers also undertake **routine administration tasks** (e.g. recording mileage, cancellations, etc.) and are provided with **full training** on the technical skills required (e.g. safely transporting wheelchair users). Further detail on Drivers’ key tasks are provided below.

3. Key Tasks

- **Collect passengers** from home address or other specified pick up point and **transport them safely to their destination** (e.g. shopping centre, social club, places of interest, SEND schools).
- **Provide a door-to-door service and assist passengers** to and from the minibus (e.g. help with shopping or mobility aid).
- Ensure the passenger is **safely at their destination** (depending on passenger, this may include checking others are present, and/or confirming return arrangements).
- Prior to driving, ensure all passengers are **safe and secure** in the vehicle and that safety requirements are complied with (e.g. seatbelts or wheelchair restraints). 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** and record appropriately.
- Complete required **paperwork** with regard to passenger lists, mileage records etc. including feedback.
- Account for any **cash** taken during a shift if relevant.
- Read **emails, safety notices, updates**, etc. provided to keep all staff up-to-date.
- Attend and contribute at **team meetings**.
- Undertake all other reasonable duties as delegated to them by the operations team.

4. Requirements for Role

4.1. All Drivers **must**:

- hold a **full UK driving licence**, including **D1 category** (please note that we cannot accept drivers with more than 6 penalty points or with previous drink driving convictions);
- be **over 21** years old;
- have extensive **driving experience** (as part of a previous role or otherwise) and the ability to plan routes;
- be committed to high levels of **customer care** and be **caring and sympathetic** (particularly to the needs of older and disabled people);
- be **able to get on with people from all backgrounds** (e.g. people from all ethnic and religious groups, people of both sexes, people with disabilities) politely and sensitively;
- be reliable, conscientious and punctual;
- be **physically capable** of undertaking manual handling activities (e.g. assisting disabled people to walk to/from vehicle, carrying shopping, assisting wheelchair users);
- have their own **mobile phone** and ability to access to **email** on a daily basis;
- be able to read, understand and follow **written instructions**;
- have excellent verbal communication skills;
- be able to accurately **record basic information** (e.g. mileage records and fares collected); and
- be smart and presentable.

4.2. Whilst it is *not required*, it is *desirable* if Drivers have:

- familiarity with local area; and/or
- flexibility with regard to shift patterns.

4.3. We welcome applicants with no previous experience in similar roles as full training will be provided.

5. Details of Role and Employment Particulars

This paragraph 5 provides a brief guide on the terms of employment. If we decide to proceed with your application, you will be issued with full particulars of employment.

Hours	<ul style="list-style-type: none"> • Drivers <i>either</i>: <ul style="list-style-type: none"> - cover regular home-to-school routes ("School Drivers"); - cover regular home-to-day-centre routes ("Day Centre Drivers"); or - form part of a pool of casual drivers ("Relief Drivers"). • School Drivers work split-shifts (approx. 7am – 9.45am and 2.30 – 4.45pm) term-time only (approx. 180 days a year). Some flexibility will be required as the driver may be expected to start earlier or finish later for operational or traffic reasons. Between these times, School Drivers may also be asked to cover additional transport for the local community. • Day Centre Drivers work split shifts (approx. 7.30am – 11.30am and 1.30 – 5.30pm), 52 weeks a year (less holiday). Some flexibility will be required as the driver may be expected to start earlier or finish later for operational or traffic reasons. Between these times, School Drivers may also be asked to cover additional transport for the local community. <ul style="list-style-type: none"> • Relief Drivers work on an ‘as and when required’ basis and provide a valuable service to the organisation. Engagement is as a casual worker and their services are used on an ad hoc and casual basis. This means that there are no guaranteed shifts, but there is the opportunity to cover sickness and holidays. This may include split-shifts, evenings and weekends as and when required by mutual agreement with us. There is no obligation on the driver to accept any shifts offered – it is a flexible arrangement on both sides. • Start and finish times subject to change due to operational or traffic reasons.
Location	<ul style="list-style-type: none"> • Drivers shall operate out of ECT’s depot in Greenford.
Pay	<ul style="list-style-type: none"> • School Drivers are paid £9.22 per hour or prevailing (statutory or other) rates, plus holiday pay. Payment will be monthly in arrears on the production of timesheets. • Day Centre Drivers are paid £9.92 per hour or prevailing (statutory or other) rates, plus holiday pay. Payment will be in equal monthly amounts based on an annual figure. • Relief Drivers are paid £9.22 monthly in arrears for the actual hours they have worked on production of timesheets.
Probation	<ul style="list-style-type: none"> • Appointment is subject to a six-month probationary period.
Sick pay	<ul style="list-style-type: none"> • In addition to statutory sick pay entitlement, Drivers may be eligible for ECT’s sick pay scheme (which is dependent on years of service).

Holidays	<ul style="list-style-type: none"> • School Drivers and Relief Drivers are entitled to 5.6 weeks' pro-rata paid holiday per year (including bank holidays) which is accrued and paid in April, August and December. • Day Centre Drivers are entitled to 5.6 weeks' pro-rata paid holiday per year (including bank holidays).
Training	<ul style="list-style-type: none"> • Drivers undertake the Minibus Driver Awareness Scheme (MIDAS) which includes Accessible Training (covering procedures such as safe carriage of wheelchair users and disability awareness). • Training takes 3 – 4 days prior to employment and is paid on completion of 20 days' service • Further training opportunities will be offered where they will enhance our work.
Uniform	<ul style="list-style-type: none"> • Drivers must wear ECT's distinctive but informal uniform of yellow polo shirt and green fleece as well as ID at all times. • High visibility vests and other Personal Protective Equipment will be issued as appropriate and must be worn. • Drivers are expected to look smart and presentable at all times.
Criminal Record Disclosure	<ul style="list-style-type: none"> • 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 to employment. ECT will cover this cost. • This is in accordance with government guidelines, the DBS Code of Practice and ECT's Recruitment of Ex-Offenders Policy.

6. Guidance on Application Process

6.1. How do I apply?

A copy of the Application Form for this role is available on our website. Please send your completed Application Form by email to jobs@ectcharity.co.uk or by post (if you do not have access to a computer) to *Inderjit Purewal, ECT, Greenford Depot, Greenford Road, Greenford, Middlesex UB6 9AP.*

6.2. When is the closing date?

We will be considering applications on a rolling basis. The sooner you apply, the sooner your application will be considered.

6.3. What advice do you have for completing the Application Form?

ECT has a strong ethos with values that resonate with our staff and communities. ECT is very special – so we need you to show us why you’re special! The Application Form is your chance to prove why you should be invited to an interview.

We recognise that some people are better at filling forms than others – 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 (e.g. examples of what you have done in previous roles, details about voluntary work you do in the community).

6.4. Will I be interviewed?

After we receive your completed Application Form, we will contact you to confirm whether or not you have been selected for interview.

6.5. How do you handle my personal data?

ECT will process the personal data that you have supplied on the Application Form in accordance with the Privacy Notice for job applicants available here: [http://ectcharity.co.uk/files_uploads/GDPR_Privacy_Notice - Job Applicants \(Sept 2020\).pdf](http://ectcharity.co.uk/files_uploads/GDPR_Privacy_Notice_-_Job_Applicants_(Sept_2020).pdf).

It is important to note that ECT will only process your personal data where it has a lawful basis for such processing.

ECT is an equal opportunities employer.

We welcome all applicants and are happy to make reasonable adjustments during the selection process (and if a position is offered, in employment) if required.