



Job Description			
Post Job Title:	PCV Driver	Reports To Job Title:	Operations Manager
Function:	UK Bus and Coach	Safety Status:	Applicable
Grade:	8		
Job Family:	Operations		

1.	Purpose of the Job
1.1	To transport customers to and from the car park facilities at Stansted Airport with consideration to safety, speed and comfort whilst providing excellent customer service to all passengers.

2.	Key Accountabilities	KPI *
2.1	To provide customer information and exceptional customer service at all times.	
2.2	To load and unload passengers luggage.	
2.3	To maintain a good, safe driving record, operating with legal requirements such vehicle defect forms and driving regulations.	
2.4	To ensure all vehicle defects and accidents are reported in line with company procedure.	
2.5	To ensure the cleanliness of all vehicles is kept to a high standard during duties.	
2.6	To carry out additional duties as requested by your Supervisor/Manager.	

3.	Role Dimensions	
	Financial	Non-Financial
	Not Applicable	Not applicable

4.	Main Contacts (External/Internal)*		
	Contacts	Frequency	Purpose
	Customers	Daily/Continual	To provide service
	Traffic Controller	Daily/ weekly/As Required	Book on/ Receive Instructions
	Operations Manager	As Required	Managerial Responsibility

5.	Experience, Knowledge & Qualifications Required
5.1	Must hold a valid PCV Licence with no more than 3 penalty points
5.2	Previous bus/coach driving experience
5.3	Must be able to demonstrate an understanding of written and spoken English
5.4	Ability to work without close supervision
5.5	Excellent people and communication skills with the ability to deal with people effectively and with ease
5.6	Experience of delivering excellent customer service in a fast paced working environment
5.7	A proactive 'want to help' attitude

6.	Health & Safety Responsibility
6.1	Maintain an awareness of and observation of Fire and Health and Safety Regulations

7.	Safety Critical
7.1	Comply with all company policies including the Safety and Environmental Policy Statements and Drugs and Alcohol Policy.
7.2	Report all accidents, unsafe acts and conditions to my line manager.
7.3	Be aware of the fire and emergency arrangements for my location and each location visited.
7.4	Set an example by carrying out my duties in a safe manner and ensuring that I do not put myself or others at risk.

* Only applicable for Manager Grades and above.