



**1. Job Title**

Coach Driver

**2. Main Objectives**

To drive Company vehicles to provide an efficient, reliable, quality coach service in accordance with safety legislation and Company procedures. To follow the tour Instructions as per the work ticket / information or the directions of the hirer / courier. To ensure the safety of passengers, vehicles, employees, and other road users.

**3. Relationships**

**Directly responsible to:** Directors of Masons Coach Ltd

**Regular and direct working relationship with:** Transport manager, Operations manager, Office Manager, Mechanics manager and fitter.

**Direct working relationship with:** Customers/General public

**4. Location**

Unit 27 Old Airfield Industrial Estate, Cheddington Lane, Tring, Herts, HP234QR

**5. Key responsibilities and expectations of the role**

- To drive any vehicle in accordance with driving regulations and legislation and in following all duties instructed by the Operation manager and Transport manager.
- To follow legal requirements for drivers' hours regulations as regulated by statutory requirements. This will include Digi cards for download every week.
- Drive vehicles to maximise fuel efficiency by planning ahead the most suitable and cost-effective route.
- Minimise mechanical defect on vehicles, by allowing sufficient time for walk around checks, maintenance records and reporting fault promptly. To ensure vehicle defect sheets and defect procedures are fully complied with.
- Enhance the company's image through appearance and behaviour and attitudes.
- Undertake any training as and when required by the company.
- To ensure our customers are a top priority you must communicate with customers in a clear, concise, and polite manner. Treat all customers equally, ensure passengers with special needs are given every assistance and attention needed. Do not engage in any unlawful discrimination.
- When undertaking operations, the following will be expected: Ensure you report for duty on time, in smart uniform and not under the influence of alcohol and drugs. To drive vehicles with care and attention. To load and unload passenger's luggage when required. To make sure any vehicle is left in a clean condition after each job. To ensure the success of any hire that includes route planning and destination awareness. To be able to control challenging customers within the law and company procedure.
- Respect all other employees and not engage in any unlawful discrimination.
- To work as directed by management, Shifts allocated are subject to change in line with business needs.



- To report any incidents that involves injury or damage to property immediately (passenger, pedestrian or third party).
- Keep yourself up to date on current changes within the law and company procedures. This can be done through company information, notice board and staff handbook.

**The above list is not exhaustive and may on occasion be asked to carry out reasonable requests/tasks that are not listed above.**

**Person Specification**

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• PCV / LGV driving licence</li> <li>• Valid current UK (or acceptable other) drivers' licence.</li> <li>• No greater than 6 penalty points (some exceptions apply)</li> <li>• Proven eligibility to work in the UK &amp; able to provide suitable references.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of geographical operating area.</li> <li>• Accident-free record over the last 12 months.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Minimum 2 years Professional driving experience</li> </ul>	<ul style="list-style-type: none"> <li>• Professional driving experience</li> </ul>
Attitude & Disposition	<ul style="list-style-type: none"> <li>• Professional in presentation &amp; Attitude</li> <li>• Calm under pressure</li> <li>• Friendly</li> <li>• Polite</li> <li>• Approachable</li> <li>• Helpful and considerate</li> <li>• Flexible attitude</li> <li>• Honesty/integrity</li> <li>• Enthusiastic</li> </ul>	<ul style="list-style-type: none"> <li>• Cheerful personality</li> <li>• Ability to take ownership.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Ability to drive a vehicle to a competent and safe standard.</li> <li>• Good written and verbal communication skills</li> <li>• Able to deal with customer service issues.</li> <li>• Able to work unsupervised.</li> <li>• Carry our role to a high standard 100% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>• High level of route planning skills.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Willingness to develop further.</li> <li>• Understanding of what good customer experience is</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service Training</li> <li>• Ability to use app-based systems.</li> <li>• Extensive use of google maps and route planning.</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>• Good understanding of written and spoken English Lan-</li> </ul>	



	guage.	
Relationships	<ul style="list-style-type: none"> <li>• Ability to be a team player</li> </ul>	
Health & Safety	<ul style="list-style-type: none"> <li>• Has the physical capability to carry out the role.</li> <li>• Able to pass PCV medical requirements</li> </ul>	
Equality & Diversity	<ul style="list-style-type: none"> <li>• Ability to treat all customers &amp; staff members equally.</li> </ul>	
Pre-Employment checks	<ul style="list-style-type: none"> <li>• Own transport due to location of base and potential start/finish times.</li> <li>• Lives within reasonable distance of place of work</li> <li>• Willing to do overtime.</li> <li>• Ability to pass enhanced DBS check.</li> </ul>	