

# SAFETY BUS DRIVER

## Role Profile

Our vision is that every student loves their time at Southampton. We exist to:

- Help students find friendship groups;
- Support students to complete their degree programmes;
- Give students a voice in the University and wider community.

Your role in achieving this is described below.

### Main Purpose of Role:

- 1) Provide high quality service to passengers
- 2) Operate a safe transport service for passengers, road users, and pedestrians
- 3) Drive vehicles to support our members and activities

**Responsible to:** Front of House Co-Ordinator

**Responsible for:** N/A

**Grade:** Support Staff- Level 3

### Main Duties of the Role

#### Provide high quality service to passengers

- Ensure that customers receive the best possible experience when using the Safety Bus service
- Always behave in a friendly and professional way to customers and colleagues
- Resolve any customer queries or complaints promptly, referring to the Front of House Co-Ordinator when appropriate
- Be courteous to other road users and pedestrians
- Maintain a high standard of cleanliness inside the vehicle

#### Deliver a safe transport service to passengers, road users, and pedestrians

- Be willing to work night shifts and work alone
- Comply with the relevant safety and legislative requirements including SUSU Health & Safety and DVLA standards
- Always observe and obey speed limits and road markings
- Check the condition of the vehicle prior to use and report any issues immediately
- Undertaking training as required to complete your duties to a high standard

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- To fulfil personal responsibility for working in a safe environment through maintaining cleanliness and reporting any faults, problems, issues, accidents, or incidents.
- To comply with the laws and SUSU regulations regarding the use of mobile phones, smoking in company vehicles and the use of prohibited equipment (such as games consoles) whilst on duty.
- Immediately report any incidents to the Head of Facilities, emergency services (if required) and SUSU Duty Manager
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### Drive vehicles to support our members and activities

- Drive minibuses, or other vehicles, to deliver a safety bus service
- Deliver a transport service as specified from time to time for external bookings
- Support the delivery of clubs & societies activity off-campus
- Assist with the training of volunteers to drive our vehicles
- Provide ad-hoc driver support for needs of SUSU and colleagues

### Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

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### Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

| KEY/QUALIFICATIONS/EXPERIENCE REQUIRED  | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| Possess a clean UK driving license, and be aged 21+ with 2 years of driving experience  | X         |           |
| Excellent customer service skills, and ability to relate to customers   | X         |           |
| To hold or be willing to be trained to hold a first aid certificate.  | X         |           |
| Completed health and safety training or be willing and prepared to do so if required  | X         |           |
| Comfortable with late night and lone working  | X         |           |
| Excellent communication skills, both verbal and written   | X         |           |
| Confident using computers, IT equipment, and MS Office software such as Word and Excel  | X         |           |
| Ability to seek solutions to problems and provide support for customers where appropriate   | X         |           |
| Ability to learn new information and skills   | X         |           |
| Ability to demonstrate empathy and sensitivity to the needs of others   | X         |           |
| Commitment to and knowledge of equal opportunities – including inclusivity and access issues  | X         |           |
| Commitment to and passion for the values and purpose of a Student's Union, including the ability to work in a student led environment | X         |           |
| Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues and Health & Safety                        | X         |           |

### Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



#### Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different.

We think big and work to achieve great things.



#### Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



#### Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.