

# Safety Bus Driver Support Staff

## Role Profile

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The Union's mission: **unlocking the potential and enriching the life of every student.** Your role in this mission is described below.

### Main Purpose of Role:

- 1) To keep it friendly
- 2) To keep it safe
- 3) To keep it reliable

**Responsible to:** Facilities Manager

**Grade:** Support Staff – Level 3

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### Main Duties of the Role

#### To keep it friendly

- Ensure that customers receive the best possible experience when using the safety bus
- Resolve any customer queries or complaints promptly, referring to the Transport Co-ordinator when appropriate.
- To be courteous to passengers and other road users at all times

#### To keep it safe

- Comply with the relevant safety and legislative requirements including SUSU health & safety standards. Undertaking training as required to complete your duties.
- To fulfil personal responsibility for working in a safe environment through maintaining cleanliness and reporting any faults, problems, issues, accidents or incidents.

#### To keep it reliable

- To drive efficiently and safely to accommodate demand
  - To be punctual
  - Work as part of a team (both colleagues and managers) to deliver service and products.
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### Contribute to the overall effectiveness of the Union by

1. Attending all meetings and training events as required.
2. Ensuring that statutory and legal obligations are met.
3. Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departmental plan.
4. Promoting our various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
5. Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community.
6. Working with the team to ensure a full service is provided at all times, providing cover as necessary.
7. Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
8. Such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post

### The Union Staff Behaviours

We have defined how we expect all staff to behave at work to live our values:

- Be personally **responsible** and lead by example in our work
- Be **inclusive**, making sure there is something for everyone in all we do
- Be ambitious and **engaging** by pushing the boundaries in what we offer members
- Encourage **students to lead** and be **responsive** to both staff and member ideas
- Be **transparent**, open and honest with each other and our members
- Work together, encouraging and supporting each other to do the best we can

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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
Awareness and appreciation of exceptional customer service	X	
As required by our insurers you will be over 21 with 3 years driving experience within the UK, with a <b>clean</b> UK driving licence and will have a commitment to driving safely	X	
You will hold a B driving licence and a D1 licence would be an added advantage	X	
To hold or be willing to be trained to hold a first aid certificate.	X	
Experience of working as part of a team.		X
Able to work on your own.	X	
Able to handle cash.	X	
Knowledge of the Southampton area or be willing to learn.	X	
Ability to demonstrate empathy and sensitivity to the needs of others and remain calm under pressure and to handle occasional conflict.	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 Students' 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	