

RUNNYMEDE BOROUGH COUNCIL

JOB DESCRIPTION

1. POST DETAILS

Department	:Community Services	Post Title	:Community Services Operator – Community Transport / Meals
Division	:Community Services	Post No.	: E1120, E1140
Section	:Community Transport	Working Hours	: 37 (Mon –Friday)
Grade	:4	Work Base	: Camberley
Prepared/Agreed by	: AP	Date	: 13/07/2022

2. ORGANISATIONAL RELATIONSHIPS

Reports to	:Community Transport Supervisor	Directly Supervises	: None
Deputising Responsibility	: None	Indirectly Supervises	: None

3. RESPONSIBILITIES FOR RESOURCES

- i) Accountable for the security and safekeeping of minibus when in use and at end of shift
- ii) Collection & reconciliation of council monies from transport passengers.

4. JOB PURPOSE / OBJECTIVES

- i) To drive on all aspects of the Community Transport service including Dial-a-Ride, Day Centres, SCC Contracts and social clubs and voluntary groups
- ii) To provide transport services across the geography of Surrey Heath and Runnymede Boroughs and outside of these boundaries, as required
- iii) To drive for the Meals at Home service as and when required
- iv) To drive vehicles in a safely and responsibly

5. MAIN DUTIES OF THE POST

FREQUENCY
(daily, weekly,
monthly, annually,
etc)

Service Delivery

- | | | |
|-------|--|-------------|
| i) | Pick up the appropriate daily schedule and plan work schedule, seeking advice on customers or addresses when necessary | Daily |
| ii) | To promote a caring atmosphere on the vehicle and treat the special needs of all passengers with patience and respect | Daily |
| iii) | Communicate, by means of the mobile phone supplied, any concerns about customers welfare as soon as possible | As required |
| iv) | To carry an identification card at all times, ensuring that is displayed to all new customers & upon request | Daily |
| v) | To carry SCC Blue Bage at all times when undertaking SCC contract duties | As required |
| vi) | To assist in training new drivers | As required |
| vii) | Provide feedback on individual passenger journeys so assisting in accurate scheduling of future trips. | As required |
| viii) | Provide constructive support and feedback to the Community Transport Team. | As required |
| ix) | To report any Health and Safety concerns immediately and take part in addressing any issues arising. | As required |

Vehicles:

- | | | |
|-------|--|-------------|
| i) | To carry out daily vehicle checks on the vehicle to ensure that it is roadworthy and meets the standard required | Daily |
| ii) | To report any vehicle defects identified either through vehicle checks or when driving the vehicle immediately. | Daily |
| iii) | To record mileage in Log Book, including non eligible mileage for Bus Service Operators Grant (Transport). | Daily |
| iv) | At the end of each journey ensure that the vehicle has adequate fuel and is prepared for further use | Daily |
| v) | To wash vehicle and keep the interior of the vehicles and all equipment clean | Weekly |
| vi) | To provide licence details and changes to Manager | As required |
| vii) | To report all accidents, however minor, to the Supervisor as soon as possible and instigate the appropriate recovery procedure | As required |
| viii) | To drive in a safe and responsible manner at all times | Daily |

Additional:

- | | | |
|------|---|-------------|
| i) | To be prepared to undertake training. | As required |
| ii) | To wear uniform provided at all times whilst on duty | Daily |
| iii) | To assist in the event of a Civil Emergency, to transport residents to and from emergency rest centres | As required |
| iv) | To support the Meals at Home service through the driving of planned routes and the delivery of meals to residents homes | As required |

The above is a record of the main duties and responsibilities of this post at a given date. As necessary, following consultation, duties and responsibilities may change from time to time to meet the requirements of the service. Any such changes will be incorporated in a revised Job Description and, where appropriate, result in a re-evaluation of the grade of the post.