

RUNNYMEDE BOROUGH COUNCIL

JOB DESCRIPTION

1. POST DETAILS

Department :Community Development Post Title :Community Services Operator

Division :Community Services Post No. :

Section :Transport/Meals Working Hours :
(9am – 11:30am & 2:00pm – 4:30pm)

Grade :3 Work Base : Depot

Prepared/Agreed by : DW Date : : January 2014

2. ORGANISATIONAL RELATIONSHIPS

Reports to :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 drive for the Community Meals service as and when required
- iii) To drive vehicles in a safe & responsible fashion.

5. MAIN DUTIES OF THE POST

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

Community Transport:

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

Community Meals:

Delivery:

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|------|--|-------------|
| i) | To deliver meals to clients within the appropriate time window. | As required |
| ii) | To check the temperature of meals at pre-determined times. | As required |
| iii) | To report any deviation/concerns regarding temperatures immediately. | As required |
| iv) | To be able to undertake each of the four delivery rounds | As required |
| v) | To report any concerns with individual clients to the Supervisor | |

Vehicles:

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|-------|--|-------------|
| i) | To carry out daily vehicle checks on the vehicle to ensure that it is roadworthy and meets the standard required by Runnymede Borough Council. | 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 weekly. | Weekly |
| vi) | To keep the interior of the vehicles and all equipment clean. | Daily |
| vii) | To provide licence details and changes to Supervisor | Annually |
| viii) | To report all accidents, however minor, to the Supervisor as soon as possible and instigate the appropriate recovery procedure. | As required |
| ix) | To drive in a safe and responsible manner at all times | Daily |

Additional:

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|------|---|-------------|
| i) | To be available to offer cover on designated Saturday's & Sunday's each month. | As required |
| ii) | To be prepared to undertake training. | As required |
| iii) | To wear uniform provided at all times whilst on duty. | Daily |
| iv) | To assist in the event of a Civil Emergency, when the RBC fleet may be required to transport evacuees. | As required |
| v) | To assist in the delivery of internal Runnymede Borough Council post to remote sites across the Borough | As Required |
| vi) | To assist with the updating of community noticeboards across the Borough if required | Weekly |

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.