

ROLE PROFILE

PSV Driver	
Reporting to:	Transport Manager
Role purpose: To operate the park bus service in a safe and friendly way	
Responsibilities <ul style="list-style-type: none"> Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness Drive the bus with due care and attention to all designated stops according to the timetable and route set out Ensure safety of passengers and general public Pick up and set down passengers only at stops, unless in an emergency Observe seating and standing limits Assist less able passengers Answer questions and provide excellent service to all Bunn guests and passengers Report incidents to security Notify incidents of damage to company property Deliver a lost property to the security office Make sure vehicle is clean both inside and out Undertakes winter work, likely outdoors, when bus is not operational, as instructed 	

Progression in role: Entry <ul style="list-style-type: none"> Good spoken and written English Personable with positive attitude Reliable Has clean category D driving licence Valid drivers' qualification Card Used to working alone Can work flexible hours Competent to carry 	Training for role Company orientation and induction General health and safety Fire safety Moving and handling GDPR
Competent – three months <ul style="list-style-type: none"> Works independently Does not require supervision Completes defect report daily Friendly and helpful to passengers Feeds back relevant comments from guests to transport manager Wears correct uniform and any PPE Good relationships with owners, holidaymakers and colleagues 	Diversity and Inclusion

Advancing <ul style="list-style-type: none">Keeps up to date with park knowledge, including opening times etc. to pass on to anyone who asks	
Excellence <ul style="list-style-type: none">Demonstrates an enthusiasm for assisting passengers and forging relationships with owners	
Key measures Owner survey Holidaymaker survey Complaint ratio Manager feedback	