

Role Title: Driver

Location: Various Community Locations across Hertfordshire

Reports to: Assistant Manager: Community Services

Accountable to: Head of Inclusive Services

Role Overview:

The Community Transport Driver plays a vital role in delivering our transport service, ensuring that the elderly and vulnerable are able to access services they would not usually be able to. This role combines safe vehicle operation, customer engagement, and volunteer support to create a welcoming and accessible transport service for customers.

As the driver of the minibus, you will be responsible for transporting the vehicle to various locations in Hertfordshire, ensuring it is well-maintained and compliant with road safety regulations. Alongside this, you will engage with customers, assisting them with their shopping experience, handling transport payments, and ensuring that they feel supported.

This is a hands-on, customer-facing role that requires excellent communication skills, a friendly and approachable attitude, and a commitment to delivering a high-quality community service. The ideal candidate will have a D1 driving licence, experience in a customer service or community setting, and a passion for helping people.

Key Responsibilities:

Minibus Operation and Health and Safety:

- Safely drive the minibus to and from designated locations, ensuring punctuality and efficiency.
- Conduct daily vehicle checks, reporting any maintenance or safety concerns promptly.
- Ensure the vehicle complies with road safety regulations and passes all required inspections.
- Maintain a clean, safe, and hygienic vehicle environment at all times.
- Keep accurate records of journey times, fuel consumption, and maintenance checks.
- Ensure any passengers (if applicable) are transported safely and in compliance with road safety regulations.
- Follow all health and safety guidelines, including safe lifting, food handling, and hygiene best practices.

Customer Engagement and Administrative Support:

- Provide a warm and friendly welcome to customers.
- Assist customers with getting on and off the bus if needed and carrying items, ensuring their needs are met.
- Engage with customers to create a positive and welcoming atmosphere.
- Address customer queries and concerns professionally and empathetically.
- Help promote awareness of the Community Transport Service within the local community.

Supporting Volunteers

- Work alongside volunteers, ensuring they feel supported and confident in their roles.
- Provide guidance and encouragement to volunteers in engaging with customers and managing stock.
- Foster a positive and collaborative working environment for volunteers.

Key Skills and Qualifications:

Essential:

- Full, clean D1 driving license with the ability to drive a minibus
- Experience in driving large vehicles and maintaining them safely.
- Ability to safely lift and carry food items.
- Good communication skills and customer service experience.
- Friendly and approachable with the ability to engage and support customers from diverse backgrounds.
- Strong organisational skills and ability to work independently.
- Basic knowledge of health and safety standards, particularly around food handling.
- Willingness to work flexible hours.
- Good physical resilience, as the role could involve standing, bending, and lifting for extended periods.

Desirable:

- Previous experience working in a community-focused environment.
- Experience in retail, hospitality, or customer-facing roles.
- First aid certification.
- Knowledge of local community groups and networks.
- Basic IT skills for tracking inventory or completing administrative tasks.

Personal Attributes:

- Empathy and Compassion: Passionate about serving the local community and supporting vulnerable individuals and families.
- Reliability: Dependable and punctual with a strong work ethic.
- Team Player: Able to work effectively with other team members in a collaborative environment.
- Problem Solver: Proactive in identifying and addressing challenges or issues that may arise.

Working Hours:

Flexible hours based on Transport need.

Monday to Friday between 8 am and 4 pm