**Waddesdon Manor**

**Job Description**

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| **Job Title:** Seasonal Bus Driver  **Managed by:** Head of Security & Transport | **Date:** July 2018 |
| **Days & Hours**  As required to provide cover Wednesday to Sunday and Bank Holidays.  Approximately 9:30am to 5:30pm daily, and 9:30am to 6:15pm on extended days during the peak season and throughout the year, including a total of 45 minutes of breaks per day to be taken in accordance with the service provision and drivers hours recommendations. | |
| **Location**  Waddesdon Manor, Aylesbury, Bucks HP18 0JH | |

**Role Description:**

The Bus Driver team will greet all visitors, offering assistance where required, and will ensure that all visitors have an enjoyable journey on the shuttle bus, both to and from the car park as well as announcing at each stop the location and next stop to follow.

**Main Responsibilities:**

* Provide a warm, friendly, helpful and efficient welcome to all visitors to Waddesdon Manor and to proudly represent us.
* Drive one of our shuttle buses on the prescribed route throughout open hours.
* Provide a safe and enjoyable experience for all visitors, including adhering to speed restrictions and driving within the agreed site regulations.
* Complete the daily vehicle and safety checks to a high standard, including paperwork as required, and report any defects at the beginning of each shift.
* Keep driver hours log up to date and ensure accuracy at all times.
* Work alongside the Visitor Services Manage to ensure that visitors’ needs are met.
* Ensure effective communication between the bus drivers and efficient responsive service to the needs of visitors.
* Keep the vehicles clean and tidy.
* Provide clear and accurate information to our visitors.
* Assist visitors with boarding and alighting as required, in particular visitors with mobility requirements and families with large equipment (pushchairs and buggies).
* Report and take responsibility for any lost property and ensure this is logged and delivered to the Security Office.
* Inform the Transport Manager of all the road traffic accidents and near misses immediately as they occur.
* Report any issues or grievances to the Transport Manager at the first opportunity.

**Knowledge, Experience & General Attributes:**

* A driving licence carrying a minimum of D entitlement, with driver CPC complete and up to date.
* Experience of working with members of the public, including providing excellent customer service.
* Flexible approach and attitude and be prepared to be called upon at short notice when required (within reason).
* Smart and tidy appearance.
* Excellent communication skills and a friendly and welcoming manner.

**Other Benefits**

* Pay rate of £11.55 per hour
* 20% discount in Waddesdon Manor retail and catering outlets