

Job Description: Shuttle Driver

Function:	Operations
Position:	Shuttle Driver
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Customer Service Manager
Additional reporting line to:	Site Operations Manager
Position location:	[Site], [Region]

1. Purpose of the Job – State concisely the aim of the job.

- Ensure safety and security procedures are followed at all times
- Transport AZ personnel, contractors and visitors safely using the site vehicle in line with AZ Travel Strategies
- Cover travel requests where possible inc. scheduled and ad hoc shuttle journeys, bike inductions, monitor travel shared mailbox

2. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Incoming mail and parcels are tracked via site logs prior to, and including, customer collection
- Site security process is followed at all times by scanning incoming items prior to delivery to customer
- Responsible for the safety, comfort and welfare of site staff who use the site shuttle
- Ensure all passengers follow safety regulations, including wearing a seat belt, for the duration of the journey
- Carry out driver's daily and weekly vehicle checks, and report any vehicle defects, faults, incidents and accidents
- Be responsible for the cleanliness of vehicles, inside and out and ensure the vehicle is in a clean and roadworthy condition before and after use
- Refuel vehicle as required

3. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Keep records for specified duration for financial and operational auditing purposes
- Maintain accurate records of vehicle usage
- Maintain and help to promote a good company image, working attire to be worn at all times and kept in a clean and tidy condition
- Work within the constraints and guidelines as set out in the company handbook
- To undertake other FM duties as required
- Adhere to all health and safety requirements and instructions
- To undertake any other associated duties as required by the manager
- Assist in the promotion of the services as required

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To ensure records are kept up to date and escalations reported to line manager immediately
- To ensure the safe passage of Client personnel on scheduled and ad-hoc journeys
- To ensure all company SHE procedures and checks are completed as instructed
- To represent the company in a positive and professional way at all times

5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Clean driving license
- Pleasant, approachable personality
- Able to work on own initiative and as part of a team
- Timely and accurate completion of all associated documents
- An ability to communicate with a range of people
- Patient and polite manner
- Sensitivity to users' needs
- Flexible approach to working arrangements
- Willingness to undertake training as appropriate
- Reliable and trustworthy
- Honest, sense of responsibility and confidentiality

6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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|---|
| ▪ Growth, Client & Customer Satisfaction / Quality of Services provided |
| ▪ Innovation and Change |
| ▪ Team working ethos |
| ▪ Customer focus |

7. Management Approval – To be completed by document owner

Version	2	Date	February 2021
Document Owner	Jessica Hamill		

Employee Signature

Date.....