Glasgow City Council

Role Profile Description

Date	**May 2006**
Family	**Road Vehicle Drivers**
Role profile Level Number	2
Reporting line (general)	
Purpose	
To transport goods and / or people as instructed using a car, van or minibus.	
Work area statement	
Action	**End Result**
Work – planning & organising	
Plan & organise allocated journeys / deliveries to complete them within the daily time allowed.	• Given trips completed within the day • Trips prioritised to make good use of time • Routes planned, & amended as necessary, to minimise time & distance
Vehicle – pre-use checks	
Carry out vehicle checks prior to use and sort out basic requirements, or confirm these have been done (by garage staff).	• Tyre pressure, oil, water etc ok • Vehicle clean
Vehicle – performance	
Monitor vehicle performance, resolve minor problems, and report all malfunctions to supervisor & repair team especially breakdowns & accidents.	• Breakdowns reported promptly • Minor malfunctions resolved • Accidents reported
Vehicle – maintenance	
Carry out routine (daily / weekly) vehicle maintenance and cleaning tasks.	• Routine maintenance completed • Vehicle returned to garage as needed for maintenance regime
Work – transportation	
Transport people, goods, & materials to / from given locations as instructed.	• Vehicle loaded correctly and securely • Journeys completed as planned • Correct pick up / set down locations • Vehicle collected from/returned to garage
Records	
Keep records as required.	• Legislative requirements met • GCC procedures met • Goods received documentation completed
Information	
Keep the customers and supervisor informed of potential delays or schedule alterations.	• Supervisor aware of potential problems in time to take mitigating action • Customers informed • Alternative transport arranged promptly
Road regulation	
Comply with GCC procedures & practice, H&S practice, Highway Code, and traffic regulations.	• GCC requirements met • Minimal number of infringements • Loads properly secured

Safety & Security	
Maintain the safety and security of the goods and passengers carried.	• Loads properly secured • Passenger safety protected • Goods protected from loss or damage

Nature of contacts and relationship (who and the nature of the communications)
Customers – provide information, receive instructions / requests. Supervision – receive instructions, keep informed, seek traffic information.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Inside vehicle, driving in all weathers , mainly within the city possibly in heavy traffic conditions. Loads – people or goods & materials generally not hazardous.
Procedural Context (creativity, discretion, impact)
Daily schedule of trips to be prioritised so as to complete within the day, and optimum route selected including alterations due to traffic conditions etc.
Key facts and figure ranges (include likely size of any team managed)
Multiple journeys per day. Variable mileage daily. Some longer journeys.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Basic literacy & numeracy. Relevant driving licence
Work knowledge
Highway Code; vehicle operation; fault recognition; basic loading techniques; map reading capability.
Work skills and equipment operated
Driving ability. Light vehicle, van, car or large minibus up to 16 passengers. Additional equipment attached to vehicle.
Key Competency Requirement

	Competency	Level
1	Personal Effectiveness – Communicating	1
2	Providing Excellent Customer Service – Customer Orientation	1
3	Delivering Results – Planning	1
4	Managing Change – Attitude	1
5		
6		
7		
8		