



Gloucester Green Assistant / Banksperson

- Job Description

Job Title:	Gloucester Green Assistant / Banksperson
Reporting to:	Route Manager
Job Location:	Primarily Gloucester Green Coach Station, with the possibility of attending other locations in the City, as required by the needs of the business
Purpose of Job:	Assisting Oxford Bus Company and City Sightseeing customers at Gloucester Green and ensuring the safe movement of vehicles on or around Gloucester Green Coach Station.

Main responsibilities:

- Direct the movement of vehicles on or around Gloucester Green Coach Station for Airline and City Sightseeing Services
- Assist customers with information and general enquiries
- Liaise with Control Room
- Swap coaches over if requested by the control room (Running card, etc)
- Report vehicle breakdowns and defects
- Inform Control of late departures / arrivals
- Monitor Airline/CSS/other services.
- Prepare coaches for service in between trips
- Check Windscreen liquid
- Check general coach cleanliness
- Check Toilet Roll and general bathroom cleanliness.
- Check ticket and Tacho rolls
- Assist Coach drivers with loading and unloading luggage
- Change ticket machines as necessary for Airline or City services
- Stock monitoring
- Clean up City Buses/CSS buses if requested by the Control Room
- Top up windscreen washing-up bucket for drivers
- At all times be an ambassador of Oxford Bus Company and bus use in general
- Operate in line with the Company vision and values and encourage others to do the same
- Undertake any other duties and responsibilities of a similar nature or level of responsibility which may be allocated from time to time



Working Conditions

Based primarily at Gloucester Green Coach Station, this role is a hands on role, and will require the holder to work outside in all weather conditions.

Salary & Benefits

- Salary: dependent on experience
- Average 38.5 hours per week, worked on a 7 on, 7 off basis.
- 2 x Travel pass for various operators' bus services
- Contributory Pension Scheme
- Lifestyle benefits, Employee Assistance Programme
- 25 days holiday plus Bank Holidays, pro rata

Promotion Prospects

The Go Ahead Group actively encourages development from within its operating companies.

Company Content

Oxford Bus Company is part of the Go Ahead Group plc, which is one of the major public transport operators in the country.

We are an equal opportunities employer and welcome applications from throughout the community

I have read and understood the content of the job description

Name Date

Gloucester Green Assistant / Banksperson

- Person Specification

Attributes	Essential	Desirable
Physical Make Up	<ul style="list-style-type: none"> • Presentable • Able to communicate clearly with customers • To wear OBC-issued uniform at all times. 	
General Intelligence	<ul style="list-style-type: none"> • Good standard of education • Basic knowledge of bus routes in Oxford • Excellent customer service skills 	
Special Aptitudes	<ul style="list-style-type: none"> • Able to take ownership of problem and follow through to conclusion • Openness and willingness to try new things and easily adapt to them 	
Interests		<ul style="list-style-type: none"> • Knowledge of Oxford and surrounding areas
Disposition	<ul style="list-style-type: none"> • Ability to empathise and deal with matters in a timely manner • Team player with good team skills • Friendly, trustworthy • Able to cope in sometimes hectic environment • Able to remain confident, calm and patient • Able to work unsupervised and use initiative 	<ul style="list-style-type: none"> • Outgoing • Able to gain confidence and respect of new acquaintances
Circumstances	<ul style="list-style-type: none"> • Flexible approach to working patterns, at times • Able to work additional hours (with notice) to assist with holiday and sickness cover 	