

# Points to Consider

Thank you for considering a career with Thames Travel as a PCV Driver. This is a highly responsible position in which you will be entrusted with the safety and wellbeing of our customers. Before completing and returning your application to us, please take the time to read the information below and ensure you fully understand what the role entails. If you have any further questions please just ask.

## Driving licence requirements

- You must have held a valid United Kingdom/EU manual driving licence for a **minimum** of 18 months (EU licence would need to be exchanged)
- You must have no more than **six** penalty points on your licence at the time of application
- You must have no pending motoring offences at the time of application
- We will not accept an application if you have convictions for certain driving offences such as driving without due care and attention, alcohol/drug related offences and mobile phone use etc.

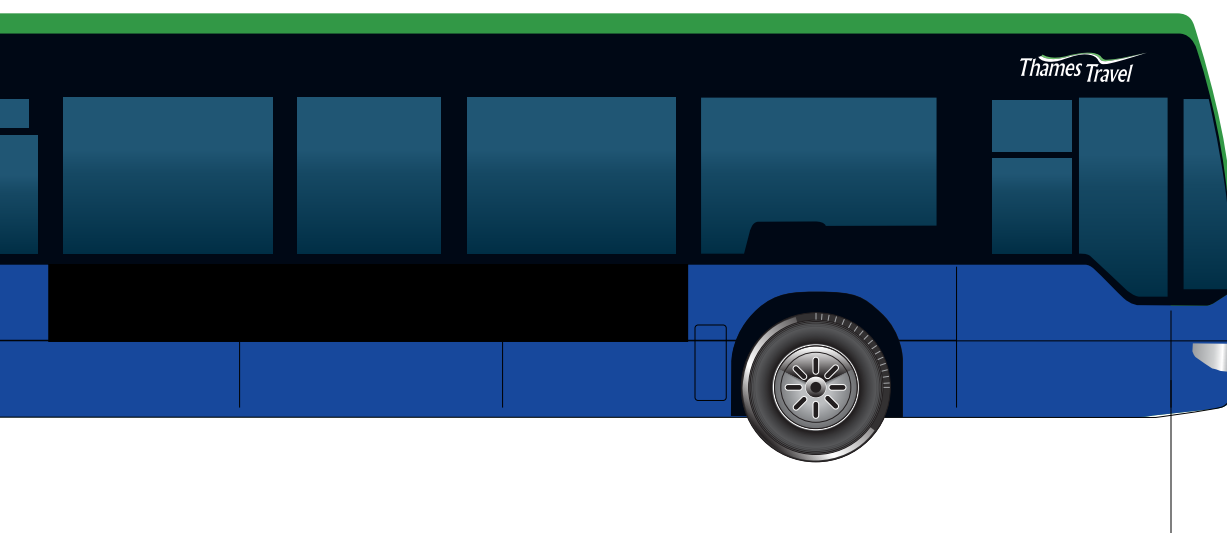
## Becoming a PCV Driver

We expect all our colleagues to provide an exceptional customer focussed experience and in return we will offer a supportive and rewarding career. The points below will provide a greater understanding of the position and will help you decide if PCV driving is the career for you.

- Customers are our business and it is the revenue we receive from our customers that pays our wages and ensures the Company's continued success. Our aim is to recruit people who have excellent customer service skills, are polite, pleasant, well presented and helpful. We will provide the technical training for successful applicants who display these skills, to become a qualified PCV Driver. If you don't have the desire to work with people, then perhaps this is not the career for you.
- In order to hold a PCV licence applicants need to successfully pass a medical examination which is required by law. Your driving licence will also be subject to regular checks throughout employment with us.
- You must maintain your weight at under 20 stone/127kg as a health and safety requirement

## What happens after I send my application in?

Applicants who meet our selection criteria will be given an appointment to attend for assessments and an interview. The assessments covers highway code, numeracy and driving ability, as well as an interview, where we'll get to know more about you and specifically your ability to relate to customers.



## **What training is involved?**

- In order to gain your PCV licence you are required to undertake both a Theory and Hazard Perception test, alongside a case study based assessment. We will provide the appropriate literature and tuition for these tests, but you will need to spend some of your own time studying in order to be successful. You will be required to pass these tests during your first week of training.
- Our professional instructors will provide you with intensive practical driver training. After successfully passing your PCV test we will provide additional on-the road training to further enhance your driving skills over and above what is required by law.
- On completion of your practical PCV training you will undertake “in service” training with a mentor, serving genuine customers to ensure that you are confident in your new role and have the required skills.
- Your training will normally take approximately 7 weeks.

## **Do I get paid during my training?**

Throughout your training and until you are placed on a rota line, you will be paid the prevailing training rate of pay. Once you are operating solo without assistance you will be paid the appropriate driver rate of pay.

## **How much will it cost me to gain my PCV driving licence?**

Providing the training for you to successfully gain your PCV licence is expensive and amounts to over £4,000 in respect of each Trainee. For this reason, all new Trainees are required to sign a Training Agreement. This remains in place for 1 year from when you enter service.

The amount of the Training Costs which are repayable by the Trainee will reduce by 1/12 for each complete month you remain employed by Thames Travel after the completion of the Training and gaining the PCV qualification

In order to ensure that the Company is not left out of pocket if a recently qualified PCV Driver were to leave the Company, the following arrangement is in place:

- Once you have passed your PCV practical test and have entered service, the Company will make a weekly deduction of £20.00 from your wages. This will continue for 30 weeks (£600 in total)
- For the next 22 weeks the company will pay you back £20 per week (£440 in total) and once you have completed 1 year on the road and you are at the end of your Training Bond, the Company will return the final £160
- This will not affect your tax position

## **What can I earn?**

Once you have completed your training, you will be assigned duties. Some weeks you will be rostered to work more than 40 hours as the lengths of our shifts can vary. Based on a 40 hour week, you could earn over £500 per week once you are qualified and on the road.

## **What is involved in the role of a PCV Driver?**

### **Being Customer Focussed**

Delivering excellent customer service everyday is at the very heart of what we do, that's why “Customer Focussed” is one of our Company values. The more we understand our customers, the better the service we can provide, meaning our customer will choose our services again and again. The continued success of our company is hugely dependent on how we value our existing customers and on our ability to encourage new customers to use our services.

We expect all our colleagues to provide a quality service and to go the extra mile. If you don't have a desire to work with people and provide a vital service for your community (with a smile), please consider carefully if this is the right role for you before you apply.

### **Shift work**

Being a PCV Driver means that you will be required to undertake shift work and it is important that you fully consider any impact this may have on your family and social life. Shift work suits many people but not everyone; therefore we recommend that you discuss this with your partner or family, so that you fully consider how this may affect you.

Shift work means that you will be required to work either very early or very late on some days. You may be required to work four or five days a week, on a rota basis and this could include regular Saturday and Sunday working. You may also be required to work on Bank Holidays or other public holidays including the Christmas period.

As with all shift work, a degree of flexibility is required. Due to the complex ways we have to schedule our buses and services, daily duties can vary in length and start times, so you must be organised with planning ahead.

### **Reliability**

Our customers deserve the best service that we can provide and reliability is of the utmost importance, therefore your punctuality and attendance are paramount to the provision of that service. The Company closely monitors attendance and if you don't think you can commit to attending work on a reliable and regular basis, please think about if this is the right position for you.

### **Working under all conditions**

Once trained, you will be required to operate a number of different routes and some may suffer from significant traffic congestion. You will need the skill and patience to be able to concentrate under difficult driving conditions and maintain high standards of safe driving and customer focus and care in all circumstances.

Apart from in exceptional circumstances, you will be expected to complete your scheduled duty even if occurrences, such as traffic delays, have made you late. If this occurs, you will be paid for the late finish in accordance with current agreements in place.

### **Handling money**

You are likely to be issuing tickets and handling potentially large amounts of cash and will be responsible for any money you take until it is paid in at the end of each working day. You will also be responsible for any discrepancies and any shortage will normally be deducted from your wages.

### **Uniform**

Our company image is extremely important to us and you will be expected to look smart and presentable at all times. As an ambassador for Thames Travel we will provide you with a uniform, which must be worn correctly at all times whilst on duty.

### **Smoking**

If you are a smoker, you are only permitted to smoke during designated break periods and ideally (if in uniform) not in a location visible to members of the public.

### **Overtime**

There may be opportunities to work overtime on either your rest days, or in addition to a normal days work. This is voluntary and paid at the prevailing rates and must be in line with driving hours and working time regulations.

### **Holiday**

Holiday is issued on a first come first served basis. You may be able to swap your holiday with other colleagues, and you will be able to find out how this works at Induction.

## Colleague travel pass

Once you have passed your PCV test, you will be provided with a free travel pass, which may be used to travel on Oxford Bus Company, Thames Travel and Carousel Buses services at any time. You will also be entitled to a free nominee pass. We also have reciprocal agreements in place with some other operators.

## Embracing Diversity and combating Modern Slavery

We recognise the value of a diverse workforce and the diverse communities in which we operate. We recognise that differences in age, race, gender, nationality, sexual orientation, physical ability, thinking style and background bring richness and harmony to our work environment. As a bus driver you will be expected to adopt this approach to by treating all customers and colleagues fairly and with respect, recognising differences in each other and appreciating those differences and recognising the impact your behaviours may have on others.

In addition, Thames Travel are committed to improving practices to combat slavery, human trafficking and to eliminate abuse and exploitation in the work place.

## Ongoing Training & Career Progression

We are committed to colleague development; we will train you to achieve the CPC (Certificate of Professional Competence) which all PCV drivers must attain. In addition to this we will support you with regular training and development to ensure your skills are best tuned to the requirements of our customers.

Many of our Controllers, Instructors and Managers have worked as a Driver at some point.



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