

JOB DESCRIPTION – MINI BUS DRIVER

If this sounds like the perfect opportunity for you then please submit your application to our General Manager Nagina at nishag@lochness.com

PURPOSE OF THE JOB

To be the mini bus driver for our visitor attraction; safely transporting our guests to our boat tours of Loch Ness and collecting them for the return journey.

KEY ACCOUNTABILITIES

Role specific

- Ensure the safety of everyone on board by implementing and enforcing safety procedures and regulations, as well as monitoring the behaviour of passengers to prevent any risky activities.
- Maintain a thorough knowledge of weather conditions, and any other pertinent factors that could affect safety.
- Conduct regular safety checks.
- Report any vehicle defects, faults, incidents and accidents
- Communicate with the skipper, management and guest services team on guest arrival times either side of the journey (including any delays).
- Ensure journeys are in line with our timing for our boat tours.
- Welcome guests onboard the mini bus, ensuring interactions are in line with company standards to enhance the guest experience
- Be responsible for the cleanliness of vehicles, inside and out and ensuring the vehicle is in a clean and roadworthy condition before and after use.
- Refuel the vehicle as required.
- Maintain accurate records of vehicle usage.
- Safely transfer the guests from the attraction to our boat by driving our bus.
- Support the guest services team with the management of the car park and admissions queues during the times that there are no scheduled transport needs.
- Ensure that the vehicle is properly maintained and that all necessary repairs and maintenance are carried out promptly.

- Represent the attraction brand, ensuring image and uniform is in line with company standards and the guest experience is on brand.

Continuum core responsibilities

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Take pride and responsibility in the appearance of the bus
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback on social media.
- Attend all training sessions and team meetings as required.
- Ensure that all policies and procedures are adhered to
- Identify any suggestions for improvement to enhance the guest experience.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION SPECIFICS

- PSV License category D1 allowing individual to drive the vehicle with 16 passengers.
- Clean driving licence
- Competent to undertake daily and weekly vehicle checks and carry out basic maintenance.

Additional skills:

- Safety Conscious
- Guest Engagement skills
- Reliable and trustworthy.