



Cumberland Council

Post Specification

Date	June 2026
PG Number	9049
Post Title	Public Transport Bus Driver
Job Family	Operations
Job Family Role Profile	OP7ii
Final Grade	7

To be read in conjunction with the job family role profile

Service Area description

This is a key post within the Public Transport team, in Highways and Transport.

The team exists to lead the Council's role with respect to public transport, including the relationships scheduled bus service providers, demand responsive transport, community transport operators and the administration of the English National Concessionary Travel Scheme.

Purpose of this post

To provide a safe, reliable, and inclusive passenger transport service on behalf of Cumberland Council, supporting residents' access to employment, education, healthcare, and community services. The post holder will operate council-managed or council-commissioned bus services to high standards of safety, customer care, and public service.

Key job specific accountabilities

- Prioritise safe daily driving duties and non-routine tasks.
- Operate services to agreed timetables and routes ensuring services operate safely and on time.
- Make sure that PSV vehicles are safely operated in accordance with road traffic law, DVSA regulations, and Council policies.
- Carry out and validate daily compliance, reviewing vehicle condition, identifying defects, and making informed decisions on whether the vehicle can operate safely in partnership with management and policy.
- Review and assess journey and network issues (delays, missed connections, customer concerns). Identify discrepancies and feedback useful operational insights to improve service planning.
- Ensure passenger safety and comfort and deal calmly and professionally with customer queries, delays & incidents. Assist all passengers including elderly, disabled, and vulnerable passengers and help with onboarding, exiting & use of wheelchair ramps etc
- Operate ticketing systems. Handle cash securely, reconciling fares, recording transactions, and reporting anomalies.
- Monitor the use of resources (vehicles, equipment, ticketing, stock), reporting requirements and ensuring responsible use of council assets.
- Comply with safeguarding, equality, and health & safety responsibilities.
- Contribute to teamwork by supporting colleagues and on the job guidance for new staff members.
- Complete all essential learning for Cumberland Council employees

Wear appropriate Cumberland Council branded uniform during shift (and community). Do not wear the uniform outside of these hours.	
Key facts and figures of the post	
Budget Responsibilities	None
Staff Management Responsibilities	None
Other	- Responsible for the safe carriage of passengers and secure handling of daily cash takings - Responsible for accurate completion of statutory driver records
Essential Criteria - Qualifications, knowledge, experience and expertise	
Qualification - Full Category D (PSV) driving license. - Valid Driver Certificate of Professional Competence (CPC) or work towards. - Good communication and customer service skills. - NVQ level 2 or 3, or equivalent experience relevant to passenger transport. - Ability to work shift patterns including weekends and bank holidays as per operational requirements - Reliable, punctual, and safety-focused approach to work. Knowledge & Experience - Detailed knowledge of transport operational procedures, vehicle safety practices, and how they apply to daily service delivery - Experience conducting and interpreting vehicle checks, assessing safety information, and making informed operational decisions - Knowledge of Health & Safety requirements, safeguarding responsibilities, and customer care standards in transport service - Strong interpersonal and communication skills, with the ability to provide clear guidance to passengers and colleagues. - Competent in relevant ICT systems including ticketing, reporting, and basic digital communication tools	
Disclosure and Barring Service – DBS Checks	
- This post requires a DBS check. - The level of check required is: - DBS Basic	
Job working circumstances	
Emotional Demands	Some public confrontation
Physical Demands	- Normal for driving duties, including sitting for extended periods - Assist in the boarding and alighting of wheelchair users including deploying the on-board ramp.
Working Conditions	Primarily vehicle-based across Cumberland, with exposure to varied weather conditions during boarding and alighting.
Other Factors	
Commitment To/Alignment with Cumberland Council Values	