

Do you believe in outstanding customer service?

Being a Bus Driver for Reading Buses is about much more than driving a bus!

The key to success is your excellent customer skills; it is about making a difference to someone's day by offering them a friendly smile and a helpful approach.

Our Company is all about people and that means looking after our customers and our staff. We think we have gone a long way to dispel the myth of the bus driver as a grumpy old man. Our fantastic drivers include women as well as men, all from a diverse range of backgrounds and experience. The one common factor we look for is a friendly and positive attitude.

We are a friendly company and we want all of our staff to enjoy their work. We offer an excellent remuneration package, free uniform and free travel and a Company pension scheme. Our staff are treated fairly and with respect. We have an open style of management and believe that good communication is really important.

We value all of our staff and the contribution that they make to the success of the business. Our drivers are our first point of contact with our customers and we want to deliver a high standard of customer service.

Reading Buses is an equal opportunities employer and our aim is for our applicants to reflect the ethnic and gender balance of our local community.

We are looking for people with the right attitude, the right personality and the right approach – we can teach you how to drive a bus! If you join us we will provide you with all the training you need to help you become an ambassador for Reading Buses and an indispensable part of the life of Reading. You will be in excellent hands with our team of skilled trainers.





The job

- The most important quality you will need is to be friendly and helpful; to have good communication skills and to enjoy working with people.
- Every day you will meet hundreds of people. Most of the interactions will be simple and straightforward but sometimes you will need to use your initiative to resolve problems and make decisions. Sometimes your customers will need that extra bit of attention and care and we think it is important to make travelling by bus easy for everyone. That's why we train you to think about all of your customers' needs.
- Our drivers start out on the minibus rota. This involves a small number of routes/services so that new staff can gain confidence and learn the job more easily. You will normally progress onto the big bus rota when a space becomes available and you are confident to do so.
- Once you have finished your initial training you will be accompanied by a Driver Buddy for the first week while you build your confidence.
- This is shift work including early, middle, late and split shifts (we call them spread-overs). The minibus rota includes some late shifts but currently there are no late shifts on the big bus rota as there is a separate voluntary rota for late work. Your weekly rota will consist of working 5 days out of 7 which will include Saturday and Sundays. Your current weekly guarantee is 40 hours.
- As well as friendly, helpful staff with excellent driving ability, Reading Buses reputation is built on reliability. This means that our drivers all need to be reliable and punctual in attending work so that we can get the service out to our customers.

The offer

Rates of pay vary subject to your rota. Basic annual pay on our main rota is circa £26K with additional hours of voluntary overtime usually available. For our minibus drivers the basic pay is circa £22K and during your initial 5-6 week training period the pay is circa £19K. Voluntary overtime is normally available on all rotas.

We offer a driver performance bonus of up to a maximum annual sum of £500. Your annual holiday entitlement starts at 23 days plus public holidays. We provide a defined contribution staff pension scheme. All staff have free travel and you can nominate another member of your household to benefit from free travel under our Staff Plus scheme. We have excellent rest and canteen areas where you can get hot and cold food at reasonable prices.



We believe in providing our staff with the tools to do the job. That means our excellent training and it also means that we make sure that we communicate with our staff at every opportunity and in every way we can. By providing you with as much information as we can it means that you always know what is going on.

The selection process

If you are shortlisted for interview you will be asked to attend one of our recruitment days. This involves an interview, a driving assessment and a theory test. You will also need to pass a PCV medical and have satisfactory references.

The training

All of your training will take place in house with our fully qualified trainers who form the Reading Buses Academy. We will take you through the various modular tests you need to pass to obtain your Passenger Carrying Vehicle (PCV) driver licence. Your initial training will normally take 5 – 6 weeks, and as well as helping you to achieve your PCV licence, this includes customer care skills, ticket product training and route learning.

All of our drivers receive continuous professional development and attend at least one course per year to maintain their licence entitlement.

The tests

Theory test - comprising of 100 multiple choice questions

Hazard perception - this tests your ability to spot potential dangers on the roads and consists of 19 video clips

Case studies - this consists of 7 real life scenario case studies with questions on each

Practical demonstration - practical test with the examiner assessing the candidate's knowledge and ability

The Driving test - the examiner will assess your driving skills which will include a reversing exercise, braking, awareness and planning and general driving skills.

If you don't pass these tests first time you will normally be allowed a second attempt. Reading Buses does not normally allow more than two attempts. There is a training bond that will be deducted from your pay initially but this will be returned to you after two years' service.

Hi-tech and green

Reading Buses has a high profile in Reading with our fleet of eye-catching and colourful buses. Behind the image is a real interest in cutting edge environmental and modern technology. That's why we have electric-hybrid vehicles and compressed natural gas buses in our fleet; that's why we have on board screens and voice announcements to assist our customers with hearing or visual impairments; that's why we have WiFi on our buses for our customers while they're on the move; that's why we have modern ticketing systems and on-line top-ups.

Part of the community

We see ourselves as the heart of Reading providing access to all to work and leisure. Whenever possible we like to get involved in the life of the town and the people. The best example of this is our annual Open Day when we invite the whole of Reading to come and see what we do behind the scenes. The day includes tours of the site and a fete in our 'backyard'. All of the profits from the day go towards our annual Charity of the Year, which for 2017 is Red Balloon Learner Centre.

Your award-winning operator

All of this is part of delivering an award-winning service to our customers and the whole of Reading. If you want to see what we've won check out www.reading-buses.co.uk/awards.



We've also won an Operator Training Award so if you join our Academy you will be in good hands!

So join us!

If you care as much as we do about keeping Reading on the move then we'd love to hear from you. Simply fill out the enclosed application form and return it to Mick Hughes, Academy Manager, Reading Buses, Great Knollys Street, Reading, RG1 7HH

You can find out more about us at www.reading-buses.co.uk