

**NHS HIGHLAND
AGENDA FOR CHANGE**

JOB DESCRIPTION

1. JOB IDENTIFICATION

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| Job Title: | Driver (Transport Department) |
| Reports to: | Head Driver |
| Department, Ward or Section: | NHS Highland Transport Services |
| CHP, Directorate or Corporate Department: | Facilities |
| Job Reference: | DHFACIRAIGTSPT03 |
| No of Job Holders: | 12 |
| Last Update: | January 2026 |

2. JOB PURPOSE

To provide a Transport / Driving service to ensure that the Transport schedules within NHS Highland are met and that the work is carried out in accordance with customer needs & in accordance with Health & Safety Regulations, Moving & Handling Procedures and where applicable NHS Highland's Control of Infection Policy.

3. DIMENSIONS

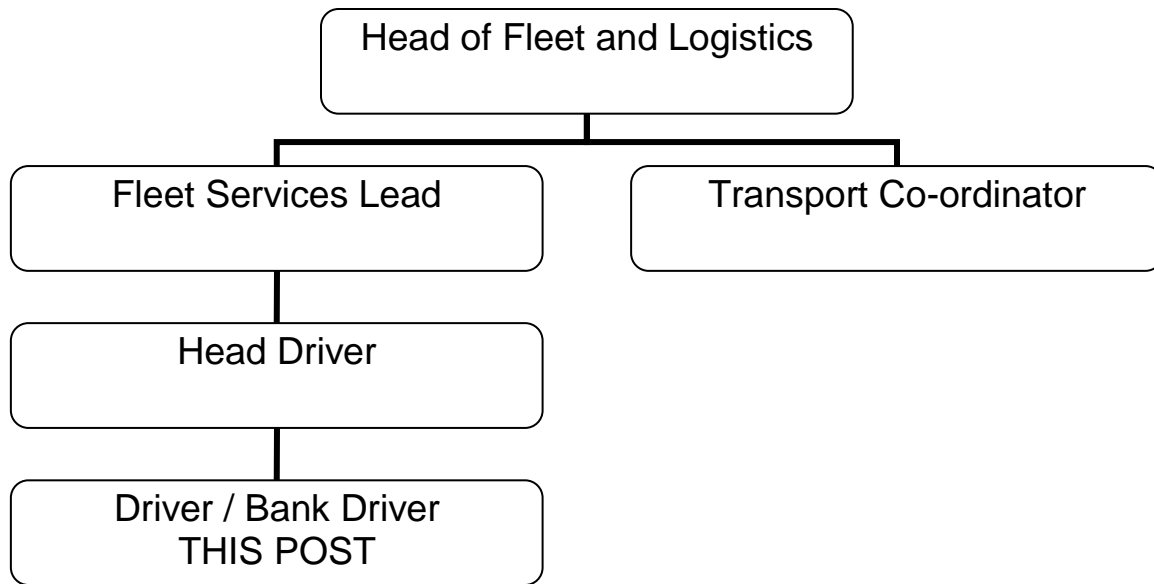
NHS Highland's Transport / Driving service covers a large geographical area – approximately 10,000 square miles.

10 different transport runs cover this geographical area.

This post will cover the transport schedules as required

Required to drive vehicles up to and including 7.5 Tonnes

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

1. To provide a high-quality Transport service to NHS Highland through the provision of scheduled Transport runs and requests for Transport of Equipment.
2. In addition, the Department is required to respond to ad hoc requests for transport services from customers/users of the service.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

General Responsibilities

1. Required to drive vehicles up to and including 7.5 Tonnes
2. Responsible for ensuring that when required to be driving a vehicle that Tachograph Regulations are strictly adhered to.
3. Responsible for carrying out daily checks on allocated vehicles and reporting defects to Head Driver or, in his absence, his Deputy.
4. Operating safely all Vehicle Tail Lifts.
5. Adhering to Health & Safety Regulations; NHS Highland's Driving Procedure; NHS Highland's Management of Road Risk Policy; NHS Highland's Moving & Handling Procedures; NHS Highland's Lone Working Policy and NHS Highland's Control of Infection Policy in all aspects of the post of driver.
6. Where appropriate the post holder is required to use Personal Protective Equipment when transporting hazardous materials
7. Responsible for the refuelling and cleanliness both inside and outside of a vehicle allocated to undertake a specific journey.
8. Responsible for ensuring that vehicles are safely and securely loaded.
9. Collecting and delivering items such as Compressed Gases; Hazardous Substances; Laundry; Liquid

Nitrogen; Mail; Medical Equipment; Pharmacy; Specimens and Stores to Hospitals and Health Centres within the NHS Highland area.

10. Completion of Request for Transport of Equipment Forms once the task has been carried out.
11. Transport clients Medical Notes.
12. Carrying Confidential envelope from New Craigs Medical Records to Inverness Sheriff Court Office.
13. Safe custody of Controlled Drugs.
14. Any other duties specified by Fleet Manager, Head Driver or, in their absence, their Deputy.

7. EQUIPMENT AND MACHINERY

1. Responsible for the security, safety & inspection of vehicles & tail lifts allocated – up to 7.5 tonne vehicle.
2. Responsible for correct use of tachograph equipment.
3. Responsible for the physical security & safe transportation of pharmaceutical drugs and other NHS materials (including hazardous materials) when delivering to and from locations.
4. Responsible for the safe transportation of Specimens.
5. Responsible for the safe use of power washer & air line compressor.

8. SYSTEMS

1. Ensures correct use of tachograph when driving tachograph compliant vehicles.
2. Reporting vehicle defects to Head Driver.

9. ASSIGNMENT AND REVIEW OF WORK

1. The driver is supported & supervised by the Head Driver. Work is allocated in accordance with the transport schedule or on priorities decided by the Head Driver.
2. The post holder is able to prioritise their own workload within the constraints of the transport schedule.

10. DECISIONS AND JUDGEMENTS

Has authority to undertake certain duties without referring to the Head Driver only in the event of deviation from the normal i.e. faulty vehicle, customer complaint about the service.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

1. As first point of contact dealing with customers unhappy with service.
2. Dealing with conflicting demands from customers, which may impact on the transport schedule.
3. Isolation of driving on own for the majority of working day especially on rural transport runs.
4. Strict time schedules to be met daily to allow smooth operation of other Departments.

5. Adhering to Health & Safety regulations & NHS Highland's Managing of Occupational Road Risk policy in terms of taking statutory rest breaks.

12. COMMUNICATIONS AND RELATIONSHIPS

1. Establish & maintain professional relationships with service customers.
2. Relays information given to them by customers, which might have an impact on the service.
3. Communicates on a day-to-day basis with head driver ensuring they are briefed of any problems/defects with vehicles or service delivery problems.

13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

1. Long periods of sitting & driving.
2. Need to move & handle medical equipment.
3. Need to lift, handle & transport foul linen.
4. Manual dexterity to assemble equipment.
5. Potentially coming into contact with high-risk patients whilst collecting or delivering, mail or equipment within the confines of New Craigs
6. On occasions be required to lift items that can be extremely heavy and of an awkward nature.

Mental

1. Long periods of concentration required whilst driving and having general awareness of other road users.
2. Lone working for a high proportion of the working day.

Emotional

1. Dealing with and responding to unhappy customers.
2. Dealing with distressed carers / patients when assembling / dismantling Electric Profile Beds.

Environmental

1. Driving on all types of roads in all weather conditions and in an area of high tourism.
2. Coming across road traffic accidents.
3. Need to lift, handle and transport foul linen or clinical waste

14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

1. A current Driving Licence including category C1
2. Roads routes across Highland Region

3. Knowledge and understanding of Health & Safety regulations.
4. Knowledge and understanding of tachograph regulations.
5. Experience of delivery / logistics driving
6. Valid Driver Certificate of Professional Competence Card (DCPC)
7. Current digicard for tachograph

15. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: