

## POSITION DESCRIPTION

<b>JOB TITLE</b>	Shuttle Driver
<b>BUSINESS UNIT</b>	Safety, Security & Information
<b>REPORTING TO</b>	Security Manager
<b>LOCATION</b>	Armidale
<b>AWARD COVERAGE</b>	Passenger Vehicle Transportation Award 2020 – Grade 3
<b>DATE</b>	August 2025
<b>JOB CODE</b>	SSI07

## PURPOSE OF THE POSITION

Provide safe, friendly, and reliable shuttle transport for UNE students between campus and approved local destinations, delivering an excellent customer experience and operating to UNE Life safety and service standards.

## ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.

- Health – includes UNE Life Healthcare Centre and other health services/programs.

## UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

## KEY ACCOUNTABILITIES

Duties will include, but not be limited to:

1. Provide respectful, inclusive, and professional customer service to passengers and students, maintaining UNE Life's excellent reputation.
2. Safely and courteously operate the shuttle in compliance with NSW road rules, UNE Life policies, approved routes, timetables, and radio/dispatch protocols.
3. Complete daily pre-start checks, report defects immediately, and remove unsafe vehicles from service; maintain cleanliness, refuel, and complete end-of-shift tasks as required.
4. Accurately record operational data, including trip logs, passenger counts, pre-start/defect forms, fuel usage, and cleaning checklists using approved systems.
5. Identify hazards, incidents, and near misses; respond to emergencies by making the scene safe, notifying Security and emergency services as required.
6. Follow fatigue management requirements and immediately report if unfit to drive.
7. Protect passenger privacy and operational data; maintain radio discipline and follow confidentiality protocols.
8. Support a positive team culture by communicating clearly, working collaboratively with the Shift Supervisor and Security team, following operational guidance, and participating in training and toolbox talks..
9. Comply with UNE Life's policies and procedures relating to equal opportunity, risk management, records management, Workplace health and safety and quality assurance as they apply to this position.



10. Undertake reasonable directives of the employer and any other duties required by the Manager as directed by UNE Life Management.

*Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*

## SPECIAL REQUIREMENTS

1. Willingness and ability to work weekends and evenings.
2. Maintain a Current NSW driver licence appropriate to the vehicle class (LR or above) and a safe driving record.
3. Willingness and ability to obtain NSW Class 1A Security Licence.
4. Current Provide First Aid (HLTAID011) and CPR (HLTAID009).
5. Working with children check clearance or willingness to obtain.

This role requires the following personal attributes:

- Pleasant, approachable personality with a patient manner.
- Reliable and trustworthy, strong sense of responsibility and ability to maintain confidentiality.
- Ability to use good judgement.
- Able to demonstrate empathy – to enhance the student experience.

## KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- Community
- UNE Students

Internal Stakeholders:

- UNE Life Colleagues



## SELECTION CRITERIA

1. Good driving record, no infringements within last 2 years and an ability to drive vehicles in accordance with UNE/ UNE Life policies, obeying NSW traffic laws at all times.
2. Strong customer-service skills with the ability to communicate clearly, de-escalate issues, and represent UNE Life professionally.
3. Effective radio and basic digital literacy (e.g., using tablets/phones for dispatch, logging, and forms).
4. Reliability, punctuality, and the ability to work independently and as part of a team across varied shifts.
5. Working knowledge of Work Health and Safety obligations relevant to driving roles (hazard identification, incident reporting, fatigue management).

## LEADERSHIP ACCOUNTABILITIES

- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.

## POSITION DIMENSIONS

### Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

### Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

## EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

