

BASSETLAW ACTION CENTRE

COMMUNITY TRANSPORT COORDINATOR

JOB DESCRIPTION

Job Title: Transport Coordinator

Employed by: Bassetlaw Action Centre

Hours per week: 35 hours – Monday to Friday from 8.45am to 4.15pm with a half hour for lunch each day

Salary: £22,500

Holiday Entitlement: 28 days per year (pro-rata) after 5 full years' service an additional 5 days (pro-rata) is accrued.

Accountable to: Transport Manager and Chief Executive, appointed by the Trustees and responsible to the Management Committee. The Line Manager is responsible for providing induction, regular supervision and support, continuing training opportunities, appraisal and review.

Responsible for: The operation and administration of the community transport schemes. This includes ensuring that all aspects of the car scheme, car scheme plus, minibus and the organisation are carried out in an efficient, professional and accurate manner.

Aims of the Bassetlaw Action Centre:

The Bassetlaw Action Centre is a local community resource centre, offering help and support to individuals and organisations. In addition to the core services there are several projects including: -

- The Bassetlaw Community Car Scheme – a voluntary car service, with approximately 55 volunteer drivers. It exists for those people in Bassetlaw who are unable to make their journey by public transport. This project receives grant aid from Nottinghamshire County Council and Bassetlaw Clinical Commissioning Group.
- The Bassetlaw Car Scheme plus – an accessible voluntary car service, with a fully accessible MPV with ramps and turney seat.
- The Bassetlaw Community Minibus – again a fully accessible vehicle offering a range of day trips and group hire.

Current Staffing:

The Centre has 15 part-time/full time posts (including the Chief Executive). The Centre has the services of approximately 80 volunteers and a further 12 Home Support Staff.

MAIN TASKS

1. To Coordinate the Bassetlaw Community Transport Schemes.
2. To ensure the systems are in place for all administration, record keeping and reporting that is required to support the work.
3. To recruit volunteers and support/retain them in their role.
4. To take bookings for the Bassetlaw Community Transport Schemes.
5. To make bookings with Drivers and confirm with clients.
6. To attend Countywide meetings when necessary.
7. To complete Driver claims when required
8. To raise invoices for journeys
9. To plan and coordinate driver meetings
10. To liaise with statutory and corporate clients in relation to transport requests
11. To liaise with Action Centre staff in relation to transport schemes
12. To attend and contribute to supervision sessions.
13. To ensure that all electronic booking and monitoring systems are maintained
14. To ensure monitoring statistics are provided for funders
15. To contribute to reporting systems in relation to the scheme
16. To promote the scheme to possible clients and volunteer drivers
17. To supervise and work as part of a small team to ensure all aspects of the work of the Bassetlaw Action Centre are covered professionally.
18. To ensure that a professional and productive working environment is maintained.
19. To ensure a high degree of accuracy is maintained.
20. Any other reasonable duties requested by the Chief Executive or Line Manager.

PERSON SPECIFICATION

ESSENTIAL EXPERIENCE AND QUALITIES

- 1 Evidence of ability to build positive working relationships with staff and volunteers – in particular volunteer drivers.
- 2 Knowledge and experience of answering telephone and operating telephone system.
- 3 Evidence of ability to carry out administrative tasks
- 4 Have good telephone manner.
- 5 Ability to work under pressure.
- 6 Being responsible – including being a key holder for the premises.
- 7 Clear understanding of Equal Opportunities policy and practice and a commitment to implementation.
- 8 Highly developed interpersonal skills
- 9 Excellent written and oral communication skills.
- 10 Relevant knowledge and experience of voluntary sector in Bassetlaw
- 11 Proven administrative abilities.
- 12 Excellent IT skills
- 13 Marketing skills/experience
- 14 Experience of working in a busy/pressurised environment
- 15 Experience of project delivery
- 16 Experience of supervising a small staff team
- 17 Relevant experience of operating transport operation and legal responsibilities/permits
- 18 Willingness to drive MPV/Minibus and participate in MIDAS training