Community Transport Manager

**Job Description**

**Post:**  Community TransportOperatioanl Support Worker

**Organisation:** Speke/Garston Minibus Agency

**Salary Grade**

**Salary Range:**  £22.995 - £25.000

**Hours:** 37 Hours per week

**Location:** Liverpool City Region

**Reports to:** Speke/Garston Management Board of Trustees

**Responsible for: Supporting Volunteer** Driver and Scheduler

**Post Objective**

• To deliver efficient and effective Community Transport services throughout Liverpool City boundaries, so as to meet Key Performance Indicators (KPIs) and development targets for the business.

• To ensure that systems for managing people, vehicles, ICT and other resources are continuously improved so as to support the best possible services for Clients/customers.

• To liaise with drivers and maintenance on a daily basis to ensure that the fleet of vehicles is up to the high standards that are set, and any reported defects are acted upon and rectified in a safe and timely manner.

**Main Duties**

To promote the values, aims and objectives of Community Transport both internally and to the wider community, so as to maximise business growth, stakeholder confidence, community involvement and volunteer participation

To work with other relevant staff members on LCC Procurement contracts (Due to be completed and submitted January 2022)

To lead on the recruitment, training (including MIDAS training). Encouraging continuous personal development and ensure high levels of team morale to ensure that a friendly, welcoming and consistently excellent standard of customer service is offered at all times

To take operational responsibility for the safe and efficient operation of Community Transport in Speke/Garston Minibus Agency, ensuring effective use of human, financial and physical resources for service delivery

To ensure sufficient numbers ofvolunteer drivers to accommodate occasional shortages due to absence

Ensure all staff and volunteers have up-to-date DBS checks carried out prior to starting work with people and also, staff DBS checks should be updated in accordance with law.

To support the drivers in the event of an emergency and to drive a vehicle if required, in order to maintain the objectives of the Community Transport

To supportthe sustainability of the charity including external hire, School Runs, group bookings to establish additional and new income streams

To work with other support staff to ensure effective administrative arrangements for invoicing, credit control, petty cash and fuel purchase including BSOG reporting.

Operate the vehicle scheduling and maintenance software to its full potential including maintaining a database register of members eligible to use the service.

To be responsible for the deployment, maintenance, repair and roadworthiness of passenger vehicles

To ensure compliance with Section 19 and 22 Minibus Permit regulations and other licence regulations, particularly in relation to maintenance requirements and driver compliance with regards to daily vehicle checks and defect reporting

To liaise with Schools Day Centres, Clubs, statutory organisations, group and individual clients to meet customer requirements for punctuality, reliability and quality of service who may require tactful and sensitive handling.

To ensure that regular checks are made on drivers’ licences and that these are formally recorded, in line with Council policies and procedures

To ensure the compliance of all vehicle standards and regulation

To be responsible for risk assessments and achieving operational best practice, so as to meet the objectives of the Health & Safety Policy and compliance to the rules and policies set out

To ensure compliance with the Council’s policy on accident/incident/near-miss investigation. This may need carrying out post-collision investigations and recommendations for disciplinary action

To assist in ensuring compliance with legal, administrative, financial, HR, safeguarding and other operational requirements defined by the Charities Management Board

Carry out such duties as may be required from a manager as appropriate to the post

To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the GDRP Data Protection.

Health and Safety – to work in accordance with the Charities commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures

**Because of the nature of the duties of the post, at interview applicants will be asked to disclose details of any criminal record. The post is exempt from the Rehabilitation of Offenders Act 1974, which means that all cautions, reprimands and final warnings given by the Police need to be disclosed. DBS disclosure will be sought in the event of a successful application.**

**Person Specification**

**Essential**

**Experience and Knowledge**

• A good knowledge of the local area

• A basic vehicle knowledge in order to be able to carry out a daily vehicle inspection and ensure that the minibus is in a roadworthy condition

• Working and direct communication with elderly and vulnerable people and young children

• Management of invoicing, & other administrative processes

• Experience of managing people including recruitment (training will be provided for recruitment)

• Understanding of local transport services and section 19 permits

• Understanding of using an IT system

**Education and Qualifications**

• HND / A Level Educated. GCSE English and Maths or equivalent

• First Aid at Work trained or be capable of passing the First Aid at Work qualification

• Full Drivers licence to be able to drive Category D1 and D1E vehicles (Maximum 3 points) Skills

• To be a competent driver of a minibus or larger vehicle

• Ability to take telephone bookings from customers when covering for schedulers

• Ability to learn and understand new systems

• Ability to lead a team and motivate people to complete tasks effectively and efficiently

• Ability to communicate effectively with a diverse range of individuals and organisations

• Ability to work on own initiative and resolve complex issues with the minimum of supervision

• Knowledge and understanding of a performance management and quality assurance systems

• Microsoft Office, including Word, Excel, Outlook and Internet Explorer (training can be given)

• Awareness of Safeguarding, Child Protection issues and the boundaries of professional relationships

**Special Aptitudes**

• To be physically fit to carry outdrivers’ duties in the case of an emergency

• To have a caring, considerate, and courteous manner

• Demonstrates commitment to equality and diversity in both the delivery of service and in relationships with colleagues

 **Job Requirements**

• To have a flexible attitude towards working hours being prepared to work evenings and weekends • To be prepared to offer the highest standard of customer care to all passengers

• Driver Medical checks will be required to be taken annually