

## WRCC Job Description

|                         |   |
|-------------------------|---|
| <b>Job Title :</b>      | Community Transport Manager   |
| <b>Line Managed by:</b> | Back & 4 <sup>th</sup> Project Manager  |
| <b>Hours:</b>           | Up to 37 hours per week   |
| <b>Salary:</b>          | NJC spinal column point 22 – 23 depending on experience (£27,041 - £27,741)                                   |
| <b>Location:</b>        | WRCC offices at Wellesbourne or Rugby and/or working from home. Travel within Warwickshire will be necessary. |

### Overall Aim:

To assist in the delivery of community transport, minibus transport contracts and the maintenance of the fleet.

### Main Duties

#### Community Transport

1. To lead on the recruitment and management of volunteer drivers
2. To manage the operation of WRCC Back & 4<sup>th</sup> community services, matching customer requests to volunteer and vehicle availability to deliver services
3. To manage volunteers in accordance with the WRCC Volunteer Policy
4. To manage volunteer development activity including training, workshops and social activity
5. To recruit new volunteers to meet project demand and work with others to develop new services and projects with volunteering opportunities
6. Ensure that enquiries are responded to effectively; in a professional and timely manner and act as the main point of information for individuals interested in volunteering for WRCC Back & 4<sup>th</sup>
7. Explore and identify ways to outreach to a diverse range of volunteers and potential volunteers; specifically reaching out to under-represented groups.
8. Build and nurture internal relationships with volunteers and staff in WRCC.
9. Foster an atmosphere which attracts, retains and motivates volunteers.
10. Keep abreast of developments in volunteering standards and best practice and ensure internal policies and systems are updated accordingly.
11. To publicise the project through appropriate channels including the website, email, events, workshops and paper marketing

12. To participate in partnership working with other relevant organisations and represent WRCC Back & 4<sup>th</sup> at external meetings

### **Contract delivery**

1. To line manage staff involved in the delivery of contracts
2. To use online booking system to co-ordinate project activity, entering customer and journey information accurately to ensure correct collection of management information
3. To participate in recruitment of drivers and passenger assistants

### **Vehicle Maintenance**

1. To ensure compliance with legal, safety and good practice requirements
2. To work closely with other staff to ensure that maintenance needs are communicated and vehicle availability is managed effectively
3. To ensure breakdown and emergencies procedures are effective and communicated clearly to drivers and passenger assistants.
4. To assist with the transport of vehicles between suppliers and base

### **On-call**

1. To participate in the on-call rota to provide support to volunteers and drivers out-of-hours (approximately 1 week in 4)

### **General**

1. To deputise for the Project Manager in their absence
2. Assist in the design and delivery of new Community Transport Services
3. Ensure the effective delivery of new services
4. To work closely with other staff to ensure that maintenance needs are communicated and vehicle availability is managed effectively
5. To work with other staff to ensure breakdown and emergencies procedures are effective and communicated clearly to drivers and passenger assistants.
6. To take reasonable steps to ensure Health and Safety of self and others and to ensure adherence to WRCC Health and Safety Policy
7. Provide cover to other WRCC Back & 4<sup>th</sup> staff in event of sickness or holiday
8. To ensure that any passengers are transported safely and with due care.
9. To undertake duties commensurate with the level of the post as directed by the Chief Executive

## **Responsibilities**

37 Hours per week to be worked over 5 days, Monday to Friday to be arranged with the Project Manager ensuring cover for the project is maintained – occasional Saturdays are likely. Out of hours work may be required to attend events, meetings or provide cover.

Where community transport is provided out of normal office hours, it is expected that staff will be available by mobile phone according to rota to deal with any issues.

This post is subject to an enhanced DBS check.

The nature of tasks may vary from time to time but within the levels of responsibility of the post.

All employees have a responsibility for their own safety and must not endanger that of colleagues or visitors in the workplace.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the WRCC Equal Opportunities Policy.

Where a mobile phone has been issued staff should reasonably be contactable when off duty in order to respond to unforeseen incidents and emergencies.

## Person Specification

| CRITERIA   | Essential/<br>Desirable | Assessed:<br>Application<br>Form/Interview/Task |
|--|-------------------------|---|
| <b>QUALIFICATIONS &amp; KNOWLEDGE</b>  |                         |   |
| Knowledge of community transport sector  | D                       | AI  |
| Understanding of and commitment to volunteering and of its potential value in society                        | E                       | AI  |
| Current full clean driving licence   | E                       | A   |
| Knowledge and experience of working with Microsoft Outlook, Word, Excel and Access                           | E                       | AI  |
| Knowledge of and a commitment to equal opportunities practice  | E                       | AI  |
| Awareness of legislation affecting community transport   | D                       | AI  |
| Vocational driving licence at Category D1  | D                       | A   |
| Current First Aid Certificate  | D                       | A   |
| MIDAS certificate  | D                       | A   |
| <b>EXPERIENCE</b>  |                         |   |
| Project management and development experience  | E                       | AI  |
| Experience of recruiting, managing and motivating volunteers   | D                       | AI  |
| Experience of working in Community Transport   | D                       | AI  |
| Experience of working with people with disabilities  | D                       | AI  |
| <b>SKILLS &amp; ABILITIES</b>  |                         |   |
| Ambitious approach to change and development   | E                       | AI  |
| Entrepreneurial approach to new business development   | E                       | AI  |
| Excellent written and verbal communication skills  | E                       | AI  |
| Ability to represent, liaise and negotiate at a variety of levels  | E                       | AI  |
| Proven ability to generate income through tenders, new service development and fundraising                   | D                       | AI  |
| Ability to maintain accurate and clear administrative records  | E                       | AI  |
| Proven project management skills including report writing, monitoring and evaluation and project development | E                       | AI  |
| Ability to work on own initiative  | E                       | AI  |
| Ability to lift and handle minibuss seats (approx. 110x40x40cm 20Kg)   | E                       | I   |
| Problem solving skills   | E                       | AI  |
| Caring attitude towards customers  | E                       | AI  |
| Willingness to undertake further training and keep up to date with current sector legislation                | E                       | I   |
| Able to work flexible hours, including participation in on-call rota   | E                       | AI  |
| Access to independent transport and ability to travel throughout Warwickshire                                | E                       | AI  |