



Job Description

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| 1. Job Title | Transport Scheduler/Admin Assistant |
| 2. Grade/Salary | Band C |
| 3. Hours | 20 hours per week |
| 4. Responsible to | Transport Manager South |
| 5. Office base | Community First, Mead Court, Winsor Road, Southampton SO40 2HR |
| 6. Contract | Permanent |

Job Purpose

Your job is to support the Transport Manager in providing an efficient, punctual, safe and high quality transport services for service users travelling to and from locations throughout the New Forest and further afield. You will have specific responsibility for scheduling the Call & Go and Group Hire bookings, acting as a point of contact with HCC, for providing support in ordering relevant supplies, providing support for financial record keeping and accounting, booking in vehicles for repair and maintenance, retaining staff records including timesheets, training and DBS records, and authorising and recording annual leave. If and where required you will lead the process for recruiting and inducting new drivers locally. You will also support the promotion and marketing of existing and new services.

Responsibilities

Administration, Transport record keeping, monitoring and reporting

- 1 You will be responsible for managing all aspects of administration ensuring the office environment is safe and suitable for effective working and that all equipment is in good working order.
- 2 Work with the Transport Manager to ensure drivers and vehicles have up to date run sheets and relevant information to help them deliver the service in a safe and timely manner.

- 3 Retain accurate records of driver licensing, ID, training and DBS checks ensuring all driver training is kept up to date in accordance with legal and compliance and best practice.
- 4 Retain records of audits and assessments of the condition of passenger restraints and other safety equipment. Ensure annual audit of passenger restraints is carried out.
- 5 Retain accurate Risk Assessment records for all new and existing transport contracts/trips and work with Transport Manager to mitigate risks and ensure compliance with requirements as set out in contracts with HCC, HBC and other customers.
- 6 Maintain vehicle records including daily log sheets recording Driver's hours and mileage plus safety and vehicle checks, insurance details, log books (V5 registration documents), MOTs. Collect and monitor drivers' timesheets ensuring these are completed accurately and submitted weekly/monthly by dates specified.
- 7 Retain records of any incidents, accidents or 'near misses' involving our transport services and/or vehicles
- 8 Support the Transport Manager to instigate a programme of spot and programmed quality checks on drivers standards, ensuring that accurate records of spot checks are retained.
- 9 To contribute to other quality monitoring to ensure the delivery of the specific aims and objectives of funders/commissioners.

Finance

- 1 Work with Community First Finance Officer to provide information to help monitor income and expenditure against our contracts.
- 2 Receive and bank Call & Go income on weekly basis retaining accurate banking records for Finance Officer.
- 3 Contribute to finance reports and work with Transport Manager to review financial performance. Help to identify ways in which money can be saved or operations delivered more effectively and efficiently.

Compliance and Risk Assessment

- 1 You will take all reasonable care to promote a healthy working environment and safe working practices in accordance with Community First's Health & Safety Policy. In particular in and around the New Forest Office or other work locations as from time to time may be determined by Community First. A copy of Community First's Health and Safety policy and any guidance relevant to your duties will be provided.
- 2 Assist the Transport Manager to ensure vehicles have fully stocked and 'in date' First Aid kits, fully functioning and serviced fire extinguishers, spill kits, cleaning cloths and scrapers. Arrange restock of supplies where necessary.

- 3 In case of emergency or major incident/accident involving our vehicles and/or drivers and/or passengers you may be required to act as a point of contact co-ordinating internal communication to ensure the situation is dealt with and managed effectively.

Communication, Promotion and Customer Interface

- 1 You will be responsible for overseeing all bookings and in doing so should communicate in a professional, constructive and non-discriminatory manner with customers, drivers, service users, carers and members of the public, where necessary referring concerns or complaints to the Transport Manager.
- 2 To assist Transport Manager to develop, market and promote new services and special offers to attract new customers.
- 3 Show understanding and kindness in your contacts with passengers and their carers/relatives, many of whom will have difficult and challenging lives as a result of illness, physical or learning disabilities or dementia.

Recruitment and training of Drivers

- 1 From time to time you will work with Community First HR Officer to co-ordinate local recruitment campaigns to ensure we have sufficient paid, pool and volunteer drivers to fulfil contracts and services.
- 2 Ensure effective induction for Drivers including training in systems and procedures, driver shadowing and where appropriate customer liaison.

Management and Teamwork

- 1 To attend and where asked by the Transport Manager help to organise team meetings, training, supervision meetings with Drivers.
- 2 In case of absenteeism, annual leave or other unplanned leave, you will be required to deputise for the Transport Manager.
- 3 On occasion you may be required to drive to other transport locations in and around the New Forest and other CF locations. This may include driving minibuses.

General

- 1 To undertake any other responsibilities and duties appropriate to the nature and salary grade for the post.
- 2 To co-operate with colleagues throughout Community First to enhance the development and effectiveness of the Transport Service and support its integration with other Community First teams and service departments.
- 3 This post, due to the nature of the work, is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act, 1974. Applicants are, therefore, not entitled to withhold information about convictions which, for the purposes, are spent under the provisions of the Act, and in the event of employment, any failure to disclose such

convictions could result in dismissal or disciplinary actions by Community First. In addition you will be required to undertake a DBS check.

Standard Terms Common to all Job Descriptions

1. To promote Community First's Equal Opportunities and Diversity policy
2. To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.
3. In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
4. To undertake such additional responsibilities appropriate to the role as may be required and agreed by the funding partners, commensurate with the grade and responsibilities of the post

Transport Scheduler/Admin Assistant

Person Specification

Experience/Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> Evidence of a continuum of learning 	<ul style="list-style-type: none"> Of voluntary work
<ul style="list-style-type: none"> Of team working 	<ul style="list-style-type: none"> Of working with people with Disabilities
<ul style="list-style-type: none"> Of administration 	
<ul style="list-style-type: none"> Of working on own initiative and under pressure 	
Skills & abilities	
Essential	Desirable
<ul style="list-style-type: none"> Listening skills 	<ul style="list-style-type: none"> An understanding of and commitment to equal opportunities
<ul style="list-style-type: none"> D1 category on driving licence 	<ul style="list-style-type: none"> MIDAS trained
<ul style="list-style-type: none"> Good IT skills 	
<ul style="list-style-type: none"> Good communication skills 	
<ul style="list-style-type: none"> Good written presentation 	
<ul style="list-style-type: none"> Ability to maintain daily records 	
<ul style="list-style-type: none"> Good numeracy skills 	
<ul style="list-style-type: none"> Flexibility in methods of working 	
<ul style="list-style-type: none"> Willingness to work as part of a team 	
<ul style="list-style-type: none"> Ability to deal with difficult situations 	
<ul style="list-style-type: none"> Ability to be sensitive to other people's needs 	
<ul style="list-style-type: none"> Willingness to learn new skills 	
<ul style="list-style-type: none"> Driving licence and access to car 	
Qualifications	
<ul style="list-style-type: none"> A good standard of education (e.g. GCSE's or equivalent including Maths and English) 	