



## Job Description

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|--------------------------|---|
| <b>1. Job Title</b>      | Transport North and Mobility Coordinator  |
| <b>2. Salary Band</b>    | Band D  |
| <b>3. Hours</b>          | To be agreed – 32 hours over 4 days. Friday - Mondays                               |
| <b>4. Responsible to</b> | Transport Team Leader North   |
| <b>5. Office base</b>    | Winchester Shopmobility, Upper Parking, Brooks Shopping Centre, Winchester SO23 8QY |
| <b>6. Contract</b>       | Permanent   |

### **Job Purpose Transport and Mobility Coordinator**

Your job is to support the Transport Team Leader North in providing an efficient, punctual, safe and high quality transport service for users travelling to and from locations throughout Hampshire. You will have specific responsibility for scheduling/overseeing the Connect Transport, Transport on Demand and Group Hire bookings.

The other aspect of this role is to support Community First Mobility Manager in delivering aspects of the Shopmobility Service in Winchester and to work supportively with the wider Community First Shopmobility group.

### **Responsibilities**

#### **Administration, Transport and Shopmobility record keeping, monitoring, reporting and general duties**

- Responsible for managing all aspects of administration at the Winchester office.
- Ensure drivers and vehicles have up to date run sheets and relevant information.
- Retain accurate records of driver licensing, ID, training and DBS checks.
- 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.
- Operate a booking system and administrating day to day allocation of Shopmobility equipment. Maintain appropriate Shopmobility electronic records.
- Retain accurate Risk Assessment records for all new and existing transport contracts/trips and work with the Head of Transport.
- Oversee administration of maintenance vehicle records. Collect and monitor drivers' timesheets ensuring these are completed accurately and submitted weekly/monthly by dates specified.
- Retain records of any incidents, accidents or 'near misses'.
- To contribute to other quality monitoring to ensure the delivery of the specific aims and objectives of funders/commissioners by recording appropriate statistical information for all services.

## **Finance**

- Oversee cash handling for the services in Winchester e.g. Shopmobility

## **Compliance and Health & Safety**

- Promote a healthy working environment and safe working practices in accordance with Community First's Health & Safety Policy.
- Ensure vehicles have fully stocked and 'in date' First Aid kits, fully functioning and serviced fire extinguishers, spill kits, cleaning cloths and scrapers.
- To act as point of contact in case of emergency or major incident/accident.

## **Communication, Promotion and Customer Interface**

- Responsible for overseeing all bookings and in doing so should communicate in a professional, constructive and non-discriminatory manner.
- Show understanding and kindness in your contacts with passengers and their carers/relatives.

## **Recruitment and training of Drivers**

- Work with the Community First HR Officer to coordinate local recruitment campaigns.
- Ensure effective induction for Drivers including training in systems and procedures, driver shadowing and where appropriate customer liaison.

## **Management and Teamwork**

- To attend and where asked by the Head of Transport help to organise team meetings, training, supervision meetings with Drivers.
- To support recruitment, induction and development of volunteers.

## **General**

- To undertake any other responsibilities and duties appropriate to the nature and salary grade for the post.
- To cooperate with colleagues throughout Community First to enhance the development and effectiveness of the Transport and Shopmobility Services and support its integration with other Community First teams and service departments.
- 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.
- To undertake any training identified as appropriate to service.

## **Standard Terms Common to all Job Descriptions**

- To promote Community First's Equal Opportunities and Diversity policy
- To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.
- In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
- 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

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



## **Community First** **CONDITIONS OF EMPLOYMENT**

1. Job Title  
Transport & Mobility Coordinator
  
2. Pay: £12.71 per hour subject to review April 2026
  
3. Hours of work  
32 Hours per week, or 2 x 16 hours per week covering Friday – Monday.
  
4. Holiday Entitlement  
25 working days paid leave in each leave year in addition to Bank Holidays (pro rata for part time staff), increasing by 1 day in the April after an employee has completed 2 years' service, 3 years' service and 4 years' service making a maximum of 28 days after 4 years' service.
  
5. Conditions of Appointment  
A three-month probationary period applies to this post
  
6. Place of work  
The Brooks Shopping Centre, Winchester
  
7. Pension Scheme  
Following successful completion of your probationary period, you will be automatically enrolled in CFW's NEST pensions scheme, provided you meet the Qualifying requirements. CFW will provide employer contribution in line with the provisions of the scheme. You will retain the option to opt out the scheme should you so wish.
  
8. DBS Check  
This post requires an enhanced DBS check.

March 2026