

Community Transport Manager

Post Community Transport Manager

Salary £28,163 - £30,513 pro rota

Hours 25-30 hours per week (flexible to suit)

Location Brackley / Towcester



Staffed by over 50 volunteer drivers, Brackley Volunteer Car Service (BVCS) has been in operation for 25 years, providing flexible, accessible and reliable community transport to people in Brackley who cannot access public transport to attend their medical appointments. This enables community members to live independently, participate in their communities, and access vital health services.

We a rapidly expanding service, we are seeking a Community Transport Manager who will be responsible for supporting our volunteer car drivers, recruiting new drivers, co-ordinating the volunteer drivers and liaising directly with our passengers via telephone. Our drivers become a member of the passengers support team and as such the Community Transport Manager must enjoy working with people and be empathetic, caring and patient.

Post Objective

- To deliver efficient and effective Community Transport services throughout Brackley and the surrounding villages.
- To liaise with drivers, providing them with the necessary instructions and information to deliver a quality and efficient service
- To liaise with passengers to ensure that the service maintains the high standard that passengers are expecting and that all journeys are completed in a safe and efficient manner.

Main Duties

- To promote the values, aims and objectives of BVCS both internally and to the wider community, and in doing so, maximise business growth, stakeholder confidence, community involvement and volunteer participation.
- To take operational responsibility for the safe and efficient operation of BVCS ensuring effective use of human, financial and physical resources for service delivery.
- To be responsible for ensuring that the SNVB CRM system is kept up to date; ensuring that the drivers' vehicles are roadworthy and that all paperwork is updated accordingly.
- To be responsible for all recruitment of volunteer drivers, completion of DBS check, and relevant training to ensure that a friendly, welcoming and consistently excellent standard of customer service is offered at all times.
- To ensure sufficient numbers of volunteer drivers to support the service
- Build relationships within the community to ensure that passengers are able to access face to face meetings when required.
- To support the volunteer drivers in the event of an emergency, and to drive a vehicle if required, in order to maintain the objectives of BVCS
- Produce promotional materials, and operational reports for the SNVB Trustees and partners.
- To assist the Operations Manager in reviewing and evaluating performance regularly against plans and budgets and to take action to optimise efficiency, safety, and effectiveness.
- Carry out such duties as may be required by your manager as appropriate to the post.
- Liaise with partners to promote joint working, joint projects and close collaboration with partners to meet common goals in line with the strategic priorities of SNVB.
- To be aware of SNVBs policy on safeguarding and to escalate any new, emerging or potential risks to the Operations Manager.
- To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with SNVBs Data Protection Policies.

Person Specification

Experience and Knowledge

- To have good knowledge of the local, geographical area of Brackley and surrounding villages
- Working and direct communication with elderly and vulnerable people.
- Management of data and administrative systems & processes.
- Experience of managing people, including recruitment and retention
- Understanding of local transport services.
- Understanding of using IT systems and reporting

Education and Qualifications

- A Level Educated or equivalent industry experience.
- First Aid trained or capable of passing the First Aid at Work qualification.
- Full, Clean drivers licence.

Skills

- Ability to communicate effectively with a diverse range of individuals and organisations.
- Excellent time management, planning and organisation skills
- Ability to take and process telephone bookings from passengers requesting drivers.
- Open minded, responsive, and able to learn and understand new systems and processes
- Ability to lead a team and motivate people to complete tasks effectively and efficiently.
- Self-motivated, able to work on own initiative and resolve complex issues with the minimum of supervision.
- Microsoft Office, including Word, Excel, Outlook and Internet Explorer.
- Awareness of Safeguarding and boundaries of professional relationships.

Special Aptitudes

- To have a caring, considerate, patient, and courteous manner
- Demonstrate commitment to equality and diversity in both delivery of service and in relationships with colleagues.

Job Requirements

- Have a flexible attitude towards working hours
- Be fully committed prepared to delivering the highest standard of customer care to all passengers.
- Understanding the need to work in a confidential and sensitive manner.