

Woking Community Transport (Bustler) is a not for profit organisation working within the third sector. It has been providing fully accessible transport services throughout Woking Borough and beyond for almost 30 years. With a fleet of circa 50 vehicles, including fully electric variants, we are seeking an experienced Senior Passenger Transport Manager to join our team.

As the senior passenger transport manager, you will be expected to plan, coordinate and manage passenger transport operations.

You will co-ordinate the day to day deployment and operation of the passenger fleet services for both adults and children demonstrating exceptional customer-facing skills combined with a proactive approach.

Duties include:

Lead in the co-ordination and monitoring of fleet services, vehicles and staff including the scheduling team to ensure the smooth running of services. You will deal with operational issues and make appropriate transport arrangements ensuring customer service and safety is seen as a priority. You will organise and ensure that adequate cover and contingency arrangements are in place to maintain service delivery.

You'll typically be involved in the day-to-day operations management, and finances of the transport services, marketing and PR, strategic development, service planning and people management.

## Responsibilities

As the senior passenger transport manager, you'll need to:

- make sure that transport services are available to all through social inclusion initiatives
- write reports and present options and recommendations to clients and senior management
- ensure that all operations are carried out in accordance with UK law, particularly relating to health and safety
- manage and supervise staff, organise work shift rotas and coordinate staff training
- manage contracts and assist in the development of new business opportunities
- minimise disruption and resolve any unscheduled delays, having to make decisions in difficult situations
- meet passengers and customers to deal with complaints and areas of concern
- analyse results of surveys on passenger/customer satisfaction and start new projects to improve performance
- market passenger services to encourage greater passenger use of particular services, including: dial a ride, and the town centre buggy
- identify existing and possible future transport problems

- use IT systems for tasks such as scheduling and managing usage flows, and in cab technology

## Qualifications/experience

- Transport Manager Certificate of Professional Competence (CPC) in Passenger Transport Operations
- experience in a customer-focused environment, or general management experience from any sector
- Competent use of Microsoft office, emails, and computer scheduling systems

## Skills

You'll need to have:

- excellent communication and interpersonal skills
- an understanding/empathy of the third sector, and people living with SEND,
- a commitment to team work
- leadership and motivational skills
- organisational, planning and time-management skills
- project management skills
- financial and commercial awareness
- a creative approach to problem-solving
- the ability to think logically and make quick decisions
- a flexible approach to work as operational roles can involve extended hours.
- IT skills
- A high level of understanding of the transport sector
- a clean driving licence