



Job Vacancy for General Manager

Waverley Hoppa Community Transport (hoppa) is a non-profit organisation and a registered charity operating from within the Borough of Waverley in Surrey.

hoppa is looking for a new General Manager to lead the organisation forward into a sustainable future and building on the legacy of its many years of service to the community of Waverley Borough in Surrey. Central to this is the development and implementation of a long-term strategy to develop business growth opportunities in a sustainable way to secure its future for its service users, employees, stakeholders and local environment.

We are passionate about enabling those in society who may not have access to public transport due to a disability, mobility issues or who are rurally isolated, to lead full and independent lives. And we have achieved this since our foundation in 2002 by delivering safe, professional, affordable, and accessible transport for those in our community who need it.

At hoppa, our role goes beyond transporting people from A to B and that is because we genuinely care about our customers, the wider community and the environment. For some passengers, our drivers are the only form of human contact they have during the week while for others we represent freedom and a means for maintaining independence. These are just some of the reasons why customers frequently describe hoppa as a 'lifeline'.

The future will continue to present us with challenges in all areas of our business with changes anticipated, economic, societal and environmental, but embracing change has always been part of our ethos and one of our core strengths. Change means opportunities which can create the ability to continue to deliver on our commitments to our service users and stakeholders.

Are you up to the challenge to lead our committed team of staff, backed by a supportive Board of Trustees?

As our General Manager:

You would provide clear leadership and motivation to a well-established management team to ensure the aims of hoppa are met and its well-established reputation is maintained. You would be responsible for the strategic development, operational effectiveness, statutory administration and financial management of the organisation. You would also be expected to display a willingness to get involved and contribute to the team's output when required.

The post holder will be expected to work closely with the Board to support them in developing a long-term strategy, set budgets and formulate business plans as well as to advise and guide them in their legal and regulatory compliance and other obligations.

Key to the role is that of ambassador for hoppa, providing the public face for building relationships with present and future stakeholders, which will include politicians, funders, local county, borough and town councils, the media, voluntary sector partners and businesses.

Simultaneously you would manage the business to ensure the ongoing high-level performance of the day-to-day operations.

You would:

- Report to the Chair and the Board to enable them to monitor the business and to provide high level governance and strategic advice.
- Be responsible for the day-to-day delivery of hoppa's community transport services, including health & safety (vehicles, staff and passengers), and arrangements for child protection and the safeguarding of young people and vulnerable adults using our buses.
- Be responsible for the stewardship of all business functions including HR, People Leadership, Marketing & PR, Reporting, Website, Business Systems and Risk & Compliance.
- Ensure that the organisation operates within the annual budget and delivers the organisation's business plan and, if necessary, help the organisation identify funding opportunities and to identify potential opportunities for income generation.
- Establish and maintain relationships with key stakeholders and funding partners to ensure hoppa and its trading subsidiary are providing the appropriate range and quality of services.
- Direct oversight of all commercial aspects of contracts and assets under hoppa management.
- Recruit, organise, supervise, inspire and motivate with management and staff, setting their goals and targets.
- Foster the positive culture of willing and cheerful service to the community around us.
- Willingness to roll up sleeves as required and, from time to time, step in to deliver services to hoppa's customers.

Qualifications & Experience:

Essential:

- Hold a current Transport CPC qualification preferably in passenger transport.
- Demonstrate operational and leadership experience at General Manager level or in a senior management role, in a transport environment.
- Demonstrate experience of governance, working effectively with a Board, in the development and implementation of organisational policy.
- Demonstrate experience in the comprehensive assessment, planning, provision, promotion and evaluation of transport services.
- Proven people management skills
- Natural collaborator, able to work fluidly with multiple stakeholders including trustees; local and county councils, councillors and civil servants; commercial partners; employees; and regulatory bodies and bring together their viewpoints into cohesive vision and action.
- Hold a clean driver's licence.

Desirable:

- A working knowledge of the community transport sector, including licensing, funding and policy protocols, accreditation, standards, and processes.
- Have a knowledge and/or understanding of aged care and disability service delivery.
- Understanding and overview of innovation and technology in the transport sector and how this could apply to community transport

Please be aware that, if you're successful in securing this position, the offer will be subject to several colleague checks that may include: identity, right to work in the UK, credit, criminal record, references and, where relevant, professional qualifications.