

Changing Lives Together

- Post - Community Transport Manager
- Department - Operations
- Salary Range - £29,000-£34,547 (depending on experience)
- Hours - 37.5 Hours per week
- Location - Winsford
- Reports to - Head of Operations
- Responsible for - Drivers/ Personal Assistants / Administrator



About CLT

Changing Lives Together (CLT) is an innovative social enterprise and charity, we are on a mission to be excellent at everything we do, for our teams, our partners and our customers. If you want to be part of our 'Social Innovation' then you need great leadership skills, vision and the ability to connect with our employees and volunteers, you also need amazing drive to deliver social good and do it brilliantly!

You will be part of the senior leadership team of Changing Lives Together where your opinion counts, we are an organisation with a flat structure, we don't do politics and bureaucracy. The people who need our help need it now, so we are agile, fast on our feet and we are one team, with a plan to make the world a better place.

Objectives

To deliver efficient and effective Community Transport services, so as to meet Key Performance Indicators (KPIs) and development targets for the business.

To ensure that systems for managing people, vehicles, ICT and other resources are continuously improved so as to support the best possible services for customers.

To liaise with drivers and PA's and maintenance on a daily basis to ensure that the fleet of vehicles is up to the high standards that are set and any reported defects are acted upon and rectified in a safe and timely manner.

Main Duties

- To promote the values, aims and objectives of Community Transport both internally and to the wider community, so as to maximise business growth, stakeholder confidence, community involvement and volunteer participation
- To take operational responsibility for the safe and efficient operation of Community Transport, ensuring effective use of human, financial and physical resources for service delivery
- To be responsible for the deployment, maintenance, repair and roadworthiness of passenger vehicles and to ensure the compliance of all vehicle standards and regulation
- To ensure compliance with Section 19 regulations and other licence regulations, particularly in relation to maintenance requirements and driver compliance with regards to daily vehicle checks and defect reporting
- To liaise with Day Centres, Clubs, Homes, statutory organisations, group and individual clients to meet customer requirements for punctuality, reliability and quality of service whom may require tactful and sensitive handling.
- To be responsible for risk assessments and achieving operational best practice, so as to meet the objectives of the Health & Safety Policy and compliance to the rules and policies set out in the Employee Handbooks
- To work with HOO to define future fleet requirements in line with a Bus Replacement strategy
- To be responsible for all recruitment, training (including MiDAS training), development and giving performance development reviews of Schedulers and Drivers, encouraging continuous personal development and ensure high levels of team morale to ensure that a friendly, welcoming and consistently excellent standard of customer service is offered at all times
- To ensure sufficient numbers of casual drivers to accommodate occasional shortages due to absence
- Build relationships with the community car schemes that support Council's transport service, including holding regular meetings.
- To support the drivers in the event of an emergency and to drive a vehicle if required, in order to maintain the objectives of the Community Transport
- To assist the HOO in the Transport revenue generation strategy including external hire, School Runs, group bookings to establish additional and new income streams
- To assist the HOO Manager in reviewing and evaluating performance regularly against plans and budgets and take action to optimise efficiency and effectiveness
- To work with other support staff to ensure effective administrative arrangements for invoicing, credit control, petty cash and fuel purchase including BSOG reporting.
- Operate the vehicle scheduling and maintenance software (flexiroute) to its full potential including maintaining a database register of members eligible to use the service.
- To ensure that regular checks are made on drivers' licences and that these are formally recorded, in line with Council policies and procedures
- To ensure compliance with the Council's policy on accident/incident/near-miss investigation. This may need carrying out post-collision investigations and recommendations for disciplinary action
- To assist in ensuring compliance with legal, administrative, financial, HR, safeguarding and other operational requirements defined by the Council's management team

- To be aware of the Council's policy on Risk Management and to escalate any new, emerging or potential risks to the post holder's line manager.
- Carry out such duties as may be required by your manager as appropriate to the post
- To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Protection Policies.
- Health and Safety – to work in accordance with the Council's commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures

Because of the nature of the duties of the post, at interview applicants will be asked to disclose details of any criminal record. The post is exempt from the Rehabilitation of Offenders Act 1974, which means that all cautions, reprimands and final warnings given by the Police need to be disclosed. DBS disclosure will be sought in the event of a successful application.

Person Specification

Essential

- Experience and Knowledge
- To have a good knowledge of the local area
- To have a basic vehicle knowledge in order to be able to carry out a daily vehicle inspection and ensure that it is in a roadworthy condition
- Working and direct communication with elderly and vulnerable people
- Management of invoicing, & other administrative processes
- Experience of managing people including recruitment
- Understanding of local transport services and section 19 permits
- Understanding of using an IT system (ideally Flexiroute)

Education and Qualifications

- ND/ A Level Educated or equivalent industry experience
- First Aid at Work trained or be capable of passing the First Aid at Work qualification
- Full Drivers licence to be able to drive Category D1 and D1E vehicles

Skills

- To be a competent driver of a mini bus or larger vehicle
- Ability to take telephone bookings from customers when covering for schedulers
- Ability to learn and understand new systems
- Ability to lead a team and motivate people to complete tasks effectively and efficiently
- Ability to communicate effectively with a diverse range of individuals and organisations
- Ability to work on own initiative and resolve complex issues with the minimum of supervision
- Knowledge and understanding of a performance management and quality assurance systems
- Microsoft Office, including Word, Excel, Outlook and Internet Explorer
- Awareness of Safeguarding, Child Protection issues and the boundaries of professional relationships