



Job Description

Job Title:	Transport Supervisor
Hours:	37.5 hours per week
Salary:	£25,500
Responsible to:	Senior Management Team

About Qube:

Oswestry Community Action, otherwise known as Qube, is a registered charity based in Oswestry, Shropshire.

Qube's aim is to improve the quality of life for people in Oswestry, Shropshire and the Welsh borders, through the provision of Community Transport Services, a Volunteer Centre, Arts and Culture, Shop mobility and Care services.

Main purpose of Transport Supervisors post:

The post of Transport Supervisor will be responsible for the day to day operation of the organisations Dial-a-Ride, Community Cars and other Community Transport department which operates within the town of Oswestry and wider communities of Shropshire and the Welsh borders, along with supporting the strategic development of this valued service.

Responsibilities

1. To work to ensure the legal, safe, and efficient operation of Oswestry Community Action's Dial-a-Ride, Community Cars and other community transport services.
2. To coordinate and supervise the day to day working of Transport including the work of the Transport Support Assistant, a team of volunteer drivers and escorts and the reception area.
3. To manage reception and provide line management for department staff.

Duties

1. Manage the day to day operations of Transport including organising and allocating buses, taking bookings and routing journeys for passengers and overall management of the Qube Transport Booking Desk.

2. Vehicle and Passenger Bookings – dealing with travel enquiries from membership and clients, handling client bookings, allocating clients to vehicles and organising bus routes and services on a day-to-day basis.
3. Maintaining the routing software and booking system.
4. Supervise and support transport volunteers, being their first point of contact whilst they are volunteering for OCA. This includes managing the volunteer team day to day and:
 - Organising the rota for volunteers.
 - Paying of expenses.
 - Organising taster sessions for potential volunteers.
 - Induction and MIDAS of new volunteers.
 - Ensuring DBS checks are carried out.
 - Carrying out any disciplinary measures as necessary.
 - Organise quarterly volunteer meetings.
5. Supervise the work of the Transport Officer.
6. Membership – maintain and manage the individual and group membership data base including processing membership enquiries, updating the membership list, along with reviewing and monitoring the membership list.
7. Work with the Senior Management Team to liaise over operational matters including vehicle condition and availability, volunteer availability, and membership. Ensure that the Senior Management Team is kept informed of any major issues with vehicle condition / safety and take part in the strategic planning of vehicle replacement.
8. Finance for Transport - Raising customer sales invoices, checking incoming invoices/bills, overseeing the checking and paying in of fares, volunteers' expenses, shopping income and any other financial transaction through the till.
9. Work with the Senior Management Team / Trustees on the development and implementation of new Community Transport projects and services.
10. Supervise day to day management of Shopmobility.
11. Record keeping, monitoring and reporting where necessary on service usage.
12. Be a key holder and be responsible for opening / alarming the building including being on the alarm call-out list and respond to any alarm calls in line with Qube procedure.

Person Specification:

	Essential	Desirable
Qualifications and experience	<p>Previous experience of working and managing in a transport environment.</p> <p>Routing and planning knowledge.</p> <p>Knowledge of the Oswestry area.</p>	<p>MIDAS Accreditation.</p> <p>Experience/knowledge of the issues faced by older people and those with disabilities and a range of health issues.</p>

	<p>Full driving licence with D1 classification (D1 cost maybe met for the right applicant).</p> <p>Strong IT skills.</p>	<p>Experience of working in the voluntary sector and with volunteers.</p>
Attitude	<p>Enthusiastic with a 'can do' attitude.</p> <p>Honest, reliable and a good time keeper.</p> <p>Ability to work as part of a team and to work alone and use initiative.</p>	
Aptitude	<p>Good communication skills both verbally and written.</p> <p>Excellent presentation skills for effective reporting at meetings.</p> <p>Ability to organise and prioritise effectively.</p> <p>Commitment to, and understanding of Confidentiality, Equal Opportunities and Diversity Policies.</p> <p>Enthusiastic and confident in own ability.</p> <p>Flexible and adaptable, willing to work some evenings or weekends as required.</p>	