

Fareham Community Action

Job Description

Title: Community Transport Scheduler and Driver

Place of work: Osborn Road South, Fareham

Hours of work: 37 Hours per week

Pay Pay, circa £13,500 to £14,000, will be dependent on skills levels.

Accountable to: Transport Team Leader

We would be prepared to consider applications as job share roles of 18 hours per week. Ability to use a computer system for administration and ability to drive a minibus is required.

Main Purpose

- To plan the Dial-a-Ride customer service for, Fareham and Gosport to achieve maximum number of trips and efficiency of operation.
- To drive Dial-a-Ride mini-buses especially as cover for staff absence.

We will consider an alternative roll of Scheduler–Administrator only, ie without minibus driving skills if such an applicant was an exceedingly good administrator.

Key Responsibilities

With the other planner and Team Leader....

1. To receive calls and to organise the booking service in an efficient and friendly manner.
2. To accept bookings or to offer alternatives so that an efficient pick-up pattern for the buses are maintained.
3. To prepare schedules for the buses and to co-ordinate with the drivers to achieve maximum efficiency in the schedules.
4. To drive mini-buses when required and to co-ordinate with scheduling team.
5. To send and process applications and service membership.
6. To maintain a register of eligible users of the service.
7. To consider how users' needs regarding wheelchairs will affect the passenger numbers and to plan accordingly.
8. To be aware of road and traffic conditions which will affect the service timing.
9. To undertake routine checks and day-to-day cleaning and maintenance.
10. To maintain records of fares received.
11. To change travel tokens and account accordingly.
12. To help prepare reports and statistics as required.
13. To promote the service throughout the area of operation.
14. To contribute effectively to the team operation of community transport.
15. To undertake MIDAS training if possible.
16. To arrange for the maintenance of buses in accordance with requirements and in conjunction with Team Leader.

17. To undertake other tasks within the broad remit of the requirements of the post as requested.
18. To contribute ideas for community development for improving the quality of life for people in the locality.

Person Specification

Number	Aspect	Relative importance 0 desirable, 5 Essential
1	Able to administer a computer based booking system	5
2	Able to participate in the administration of a small office	5
3	Have an ability to see how to arrange bus pick-up routes efficiently between passenger's homes. When necessary to be able to 'negotiate' around their preferred times.	5
4	Able to use a computer system for basic functions, Excel, Word	5
5	Good customer orientated approach	5
6	Able to operate cash accounting system	5
7	Good telephone manner	5
8	Able to handle operational problems	4
9	Able to drive large minibuses	5
10	Already hold a MIDAS certificate or be prepared to train	2
11	Practically minded	4
12	Interest in charity work and community development	4
13	Understanding of transport issues for vulnerable or disadvantaged people	4
14	Good knowledge of Fareham and Gosport	4
15	Honest and reliable	5
16	Experience of minibus maintenance requirements	2

Employment

Details of Fareham Community Action's procedures, about Health & Safety, Equal Opportunities, grievance etc. are given in the Terms and Conditions and the staff handbook.