

JOB DESCRIPTION

JOB TITLE: Bookings Administrator

APPLICATION CLOSING DATE: 30th October 2026

LOCATION: SWAN, Unit B, 1 Waterloo Road, Radstock, BA3 3EP

RESPONSIBLE TO: Community Transport Scheme Manager

HOURS: 18 across 3 days (ideally one of the days a Monday, but flexible)

SALARY: £12,917 per annum (£13.80 per hour)

CONTRACT: Permanent



SWAN is a long established community-focused charity serving the area of Bath and North East Somerset.

The Bookings Administrator plays a vital role in the smooth day to day running of SWAN's community transport service. The postholder will coordinate passenger journey requests from initial enquiry through to completion, matching journeys with volunteer drivers, maintaining accurate records and ensuring that passengers, drivers and partner organisations receive clear and timely information.

This is a busy, people-focused role requiring excellent organisation, accuracy, good judgement and the ability to manage changing priorities calmly and effectively.

KEY DUTIES AND RESPONSIBILITIES

- Receive and respond to all telephone, email and other enquiries from passengers, families, carers, professionals and partner organisations.
- Respond to journey bookings and ensure all necessary information is requested and recorded accurately using SWAN's booking system, RoadXS.
- Create positive rapport with volunteers and passengers, and promptly communicate any changes, cancellations or problems to the relevant parties.
- Monitor upcoming journeys and proactively identify bookings that still require drivers or further action.
- Prioritise workload appropriately, particularly where journeys are time sensitive or passengers may be vulnerable.
- Handle personal and sensitive information appropriately and maintain confidentiality at all times.
- Recognise and report safeguarding concerns in accordance with SWAN's safeguarding procedures.
- Carry out general administrative duties associated with SWAN's charitable objectives.
- Work collaboratively with colleagues to ensure continuity of the booking service and effective handovers.
- Hosting and helping with the organisation of Cuppa and Chat sessions for SWAN's isolated passengers at local venues.
- Undertake other reasonable duties appropriate to the role as requested by the Community Transport Scheme Manager or CEO.

SAFEGUARDING AND CONFIDENTIALITY

SWAN works with older, disabled, isolated and potentially vulnerable members of the community. The postholder must therefore demonstrate an appropriate understanding of professional boundaries, confidentiality and safeguarding responsibilities.

The postholder will be expected to comply with SWAN's safeguarding, confidentiality, data protection and information handling policies, and to complete safeguarding and any other relevant training.

HEALTH, SAFETY AND EQUAL OPPORTUNITIES

The postholder is expected to comply with SWAN's Health & Safety and Equal Opportunities policies and contribute to a safe, inclusive and respectful working environment.

DBS

The role involves access to personal and potentially sensitive information relating to vulnerable adults. The appointment of this role will therefore be subject to an enhanced DBS check.

PERSON SPECIFICATION

ESSENTIAL

The successful candidate will have:

- Excellent organisational skills and the ability to manage several tasks and bookings simultaneously.
- A high level of accuracy and attention to detail.
- Excellent telephone manner and strong interpersonal skills.
- Clear written and verbal communication skills.
- The ability to record and relay information accurately and concisely.
- The ability to prioritise work and recognise what requires urgent attention.
- The ability to work calmly and methodically in a busy environment where circumstances can change quickly.
- Good IT skills and confidence using databases, email and standard office software.
- The ability to learn new systems and procedures.
- A proactive approach to work, and ability to follow outstanding tasks through to completion.
- A friendly, patient and professional approach when dealing with older people, disabled people and people who may be vulnerable or anxious.
- The ability to work effectively both independently and unsupervised and as part of a small team.
- Reliability, discretion and an understanding of the importance of confidentiality.
- A positive and supportive approach to working with volunteers.
- Knowledge of the BANES area and surrounding communities

DESIRABLE

- Previous experience in an administrative role, customer-facing role, bookings and scheduling role, or similar.
- Experience working within a charity, community organisation, health, social care or voluntary-sector environment.
- Experience communicating with vulnerable adults or people with additional support needs.
- Experience working with volunteers.

HOW TO APPLY

For further information on the role or to apply, please email sofia@swan-transport.co.uk with a copy of your CV and a covering letter. **Applications close on 30th October 2026.**

We'd particularly like to hear why you're interested in the role, why you think you'd be a good fit, and what skills and experience you would bring to SWAN.

SWAN TRANSPORT | CUPPA & CHAT | RADSTOCK FOOD CLUB

PART OF SWAN ADVICE NETWORK

Registered Charity 1141396 | Company No. 6883950

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