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| **Job Title** | Transport and Reception Team Leader |
| **Reporting to** | Operations Manager |
| **Organisation** | Serve |
| **Salary** | £12,012.00 (part time) |
| **Place of work** | ONSITE (8 West Street, Rushden, NN10 0RT)  |
| **Hours of work** | 20 hours per week Monday to Friday 9.00am to 13.00pm |
| **Employment subject to Enhanced Disclosure & Barring Service (DBS) Check** |
| **Job Purpose** | SERVE is a charity (no 1043321), established in 1981, registered as a charity in 1995, and based in Rushden, Northamptonshire. We support the North Northamptonshire residents as well as lead on Countywide Projects to reduce isolation amongst the Older Person’s population. Our charitable activities involve a range of services for the elderly and adults with disabilities in Northamptonshire and Bedfordshire. These include, but not limited to:* Domestic Care and Personal Care for the elderly and adults with disabilities in their own homes
* A range of physical, mental and social activities for our beneficiaries in general and for specific groups amongst the people we serve
* Community transport which includes our own accessible minibuses and cars provided by volunteer drivers.
* Countywide Befriending at Scale in partnership with other VCSE organisations
* Informal Carers respite support

Some 5,000 elderly and disabled people benefit from one or more of the above services.Our volunteers are important and without them we would be unable to operate. We plan to grow our volunteer base and this role will be pivotal in making that change happen. |
| **Benefits** | * Training & development opportunities
* 28 days holiday - rising to 33 with length of service (pro-rata)
* Contributory pension scheme
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| The tasks and responsibilities shown below are not exhaustive and should be regarded only as a guide. The postholder will be expected to undertake any training according to the needs of the service at the time. These will be subject to regular ongoing review and may be amended to meet the changing needs of the services. Any changes to be agreed with postholder and Serve. |

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| **Key Responsibilities** |
| **Lead a busy community transport department** | * Leading a busy community transport department
* Support the transport assistant with scheduling using the Transport Software
* Lead on consortium meetings with Volunteer Action
* Monitoring and liaising with North Northants Council every quarter
* Formal monitoring and data collation for NHS and NNC
* Supervise and arrange formal training for volunteer drivers
* Supervise transport assistant
* Maintain Totem Vehicle – servicing, mot etc..
* Monitor volunteer driver insurance requirements
* Spot check volunteer driving skills and vehicles
* Maintain Serve’s insurance requirements on all vehicles
* BSOG Data collation for Transport Grant
* Lead and organize Transport Department volunteers meeting every six months
* Monitor refusal journeys formally
* Participate in networking and promotional events
* Maintain the reception area keeping the space tidy and clear of hazards
* Must be able to fulfil emergency transport journeys and be willing to drive the wheelchair accessible vehicle
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| The ideal candidate will be an enthusiastic and confident person with the ability to develop and maintain relationships with a wide variety of people.  |
| **Required Skills** | * Experience in logistics, domiciliary homecare, community transport (or a similar environment)
* Ability to maintain and manage accurate databases
* Experience of Microsoft office software and computer literate.
* Ability to develop marketing materials
* Ability to build strong relationships with stakeholders
* Exceptional communication skills
* Confidence to speak and deliver presentations at networking events
* Team player
* Must be able to work onsite Monday to Friday 9.00am to 13.00pm
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| **Desired Skills** | * Confident using social media platforms (Facebook, Instagram, Twitter and Linked In)
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| **Skills Criteria** | * At least 1 years proven experience of working in a similar environment (CV)
* Proven experience of coordinating volunteers or staff (CV/Interview)
* Excellent communication skills (Interview)
* Good listening skills (Interview)
* Experience of using Microsoft Office is essential (CV/Interview)
* Ability to maintain databases through bespoke software and excel (qualifications desired) (CV)
* Ability to work on own initiative and balance objectives and priorities (CV/Interview)
* Drivers’ License and access to a vehicle is essential (Application)
* Flexibility to attend networking events as and when required (Interview)
* Ability to drive the wheelchair accessible vehicle (Interview)
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