



Bloomfield House

NDCSA
Community Centre

NDCSA Community Transport Coordinator Job Description

Location: Bloomfield House Community Centre, Narberth (in person)

Contract Type: 16 hours pw. Fixed Term (until October 2026)

Hourly Rate: £14.00ph

Deadline for Applications: 5/11/2025 (may close earlier at the discretion of the trustees)

Narberth & District Community & Sports Association are the community association and registered charity that operate Bloomfield House Community Centre in Narberth. The association host a multitude of services at Bloomfield, including a Dial a Ride Community Bus. Two community minibuses are based at the centre, and the association have funding to employ a part-time Community Transport Coordinator. The role of the Community Transport Coordinator would include coordinating requests for community transport, liaising with drivers, and promoting the service to users and stakeholders.

Purpose

- Promote, expand and develop the use of the Narberth Dial a Ride Service.
- Increase passenger numbers and beneficiaries
- Improve service delivery and increase fare numbers
- Provide a single point of contact for staff/stakeholders regarding the community bus
- Promote public transport use to reduce carbon emissions
- Improve the sustainability of Narberth & District Community & Sports Association

Main Duties:

- Promote, expand and develop the Bloomfield Dial a Ride Service
- Coordinate telephone and email bookings and enquiries
- Complete dial a ride journey schedules for drivers daily
- Organise drivers for dial a ride services and user bookings
- Liaise with drivers regarding their schedules when needed
- Liaise with stakeholders, including PACTO and Pembrokeshire County Council

- Ensure correct use of minibus permits
- Complete all administrative records
- Recruit and coordinate volunteers
- Data entry of accurate vehicle information including mileage, fuel, passenger journeys and times
- Arrange vehicle servicing and repairs for minibuses with approved garage
- Prepare accurate information/data reports as appropriate for grant monitoring purposes
- Be aware of health and safety guidelines regarding driving and operating of company vehicles
- Be willing to undertake minibus driver training (MiDAS) and to cover for Bloomfield Dial a Ride Service Drivers when necessary
- Undertake appropriate training i.e. Health and Safety, First Aid, Safeguarding
- Observe good practice and confidentiality, observing the Data Protection Act regarding all passengers including vulnerable people
- Additional duties as required by NDCSA Trustees
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Person Specification:

- Educated to level 3 or equivalent
- Good communication, organisational skills and attention to detail are essential
- Ability to relate to people from all walks of life, particularly people with disabilities, the elderly and those living in isolation
- Excellent administration and interpersonal skills
- Must be computer literate with excellent social media skills (including Microsoft office packages, Excel, databases and piloting of new booking software arranged by PACTO)
- Empathetic, patient and understanding
- Ability to multitask in a customer facing environment
- Be able to work to deadlines and both alone, and as part of a team
- Previous experience in the third sector/community transport (desirable)
- Have access to a vehicle
- D1 on driver's licence and a maximum of 3 penalty points (desirable)
- Successful applicants will be subject to an enhanced DBS check

Training

- Full training will be given