



**Arun Community Transport is looking to recruit someone to manage our day-to-day operations across the Arun District in the role of an interim service coordinator.**

ACT is a voluntary organisation that provides transport services to those who cannot easily access public transport. We ensure residents can attend vital appointments like doctors, hospitals, and dentists. We also reduce social exclusion by taking people to clubs, shopping, hairdressers, or visiting friends and family.

We are looking for someone to coordinate our service and lead our staff and volunteers in the daily operations of our charity.

We'd love to hear from you if you are an enthusiastic, well-organised person who wants to make a difference in our community by supporting our service growth.

This post is for 25 hours a week for six months (26 weeks) (£28,163 PA Equivalent)  
ProRata 6 months £9,514.53

It will be based in our Dove Lodge Community Resource Centre office, but flexible working would be needed to cover meetings.

To apply, please submit a CV and a supporting statement (no more than two pages of A4) detailing how your skills match the skills we require, along with details of two referees.

To Mike Clayden at [mjclayden@actransport.org.uk](mailto:mjclayden@actransport.org.uk)

Closing date: Friday 10<sup>th</sup> January 2025 at 12.00 pm

Interviews will take place on: Wednesday, 15<sup>th</sup> January 2025

Proposed start date Monday 3<sup>rd</sup> February 2025

Arun Community Transport is an equal opportunities employer.

## **Arun Community Transport Interim Service Coordinator**

**Job Title:** Interim Service Co-Ordinator (Six Months)

**Salary:** £9,514.53 pro rata six months (£28,163 PA Equivalent)

**Responsible to:** Chairman & Board of Trustees. The chairman will be the line manager currently.

**Hours of Work:** 25 hours per week. 9 am to 2 pm Monday through Friday.

**Place of Work:** ACT Call Centre, Dove Lodge Community Resource Centre, Littlehampton, BN17 5JG

**Pension:** 6% contribution

**Contract:** 6 months (hopefully extended, subject to Funding).

### **Job Description**

#### **The primary purpose of the position:**

To manage the Scheduling and day-to-day running of the Arun Community Transport service.

Ensure all equipment, premises and vehicles used in the charity's service are fully compliant with all relevant legislation and that this information is safely stored in the charity database.

Ensure all policies are adhered to and regularly updated.

#### **Office Administration**

##### **Office Volunteers**

- Manage the day-to-day needs of the volunteers.
- Arranging cover for holidays and sick leave.
- Providing support for new starters, including 365, CATTs (Bookings management system) and Telephone system.
- Providing ongoing training in office systems, including 365 and CATTs (Bookings management system).
- Increasing knowledge of the CATSS system to provide the best support and the statistics needed for reports and grant requests.
- Processing expense claims.
- Applying for DBS for new volunteers and managing update service for these.

##### **Clients**

- Registering: completing registration forms, ensuring accurate information is recorded on the forms, and ensuring clients have all the information they need.
- Membership – taking membership payments at the time of registration and once a year following this.

- Donations – recording donations and sending out thank you letters.
- Dealing with more challenging clients and managing their expectations.
- We should know what support may be available for our clients and inform them about where to access it, such as reimbursement of travel expenses.
- Liaising with hospital departments and doctor surgeries regarding individual clients with more specific problems.

### **Drivers' administration**

- Meeting face-to-face with new drivers to provide information about the role they will be undertaking.
- Applying for DBS for new drivers and managing update service for these.
- Managing the needs of drivers concerning their availability.
- Support drivers using CATTs, Kittens (an App-based system connected to CATTs), and the web system LYNX for volunteer own-car users.
- Recording holidays, sick leave and changes in availability times on CATSS.
- Ensuring the driver's health/mobility needs are noted and the client's needs do not conflict with those of the drivers.
- Ensuring that driver's license, insurance, DBS and MOT are up to date and recorded on CATSS
- Inform drivers about changes that are being made to prices, service, etc.
- Support some drivers in working out their admin costs.
- Collecting admin fees from drivers.

### **General Responsibilities**

- To attend the Board of Trustees meetings and take the minutes and contribute.
- Providing reports for meetings and annual reports
- Attend and participate in supervision, appraisals, team meetings and any other meetings as required.
- Manage and supervise staff and volunteers.
- Work in accordance with our values, policies and procedures.
- Work in accordance with our equality, inclusion, and diversity framework and our Safeguarding Children and Adults Policy and Procedures.
- Update and implement policies and procedures in line with relevant legislation. Participate in training and professional development opportunities.
- Carry out other duties appropriate to the post's role, responsibilities and grading.

## Person Specification

### Essential

Good communication skills and telephone manners; computer literate, punctual, and of a friendly disposition.

Experience in working with volunteers.

Previous small team management experience.

Good communication skills are required for drafting correspondence, reports and data entry.

Good knowledge of Microsoft 365 and the ability to learn new computer programs' functions.

Possess the ability to organise workload, work on initiative, and work as part of a small team. Prioritise work and meet deadlines.

Possess the ability to research, analyse, and interpret information.

To maintain confidentiality at all times.

To uphold the Equal Opportunities policy of Arun Community Transport.

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### Desirable

Knowledge and understanding of the voluntary / community sector

Experience in working with voluntary / community organisations

Experience with simple web page management.

Driving license