Job Description:

Galloway Community Transport Coordinator

(Employee role, 25 hours/week, permanent contract)

Our Aims

The Glenkens Community & Arts Trust has a long track record of economic regeneration through arts and community work in the Glenkens. We are a key anchor organisation for the area, with a clear vision of making the Glenkens an excellent place to live for people of all ages. We do this by:

• Interweaving Arts, Community and Heritage to enrich the life of the area.

• Delivering our Artistic Vision with passion and creativity.

• Supporting many activities core to the quality of life of people and environment of the Glenkens.

• Driving economic and social regeneration of the area through championing the delivery of the Glenkens & District Community Action Plan.

Galloway Community Transport is a long-standing GCAT project, and since 2019 has been a subsidiary SCIO of GCAT. GCT staff are still GCAT employees with all associated rights and responsibilities.

GCT Aims

- GCT meets the travel needs of the remote-rural communities of the Glenkens and Galloway.
- GCT is a key partner in the D&G Public Social Partnership on transport, and a key deliverer of the D&G Regional Transport Strategy.
- GCT supports Active Travel in the region.
- GCT takes active steps to minimize its emissions, through effective maintenance and a fleet replacement strategy that includes e-Vehicles.
- GCT is largely self-financing, using volunteer support, Council contract and member hire income to finance its charitable outcomes. It requires some core funding.

The Role and Accountability

The GCT Coordinator role involves working closely and sharing responsibility with the GCT Manager in delivering a range of transport services greatly valued in the Glenkens community and beyond.

This is very much a 'hands-on' job dealing with all aspects of running a community transport operation to the highest standards.

The role will require the ability to work as part of a small team but will also require initiative and independent problem-solving skills in a variety of contexts.

Appropriate training and mentoring will be provided, including on minibus driving (D1 if necessary, MIDAS training)

The **GCT Coordinator** reports to the GCT Manager, who in turn reports to the GCAT Executive Manager. GCAT is managed by a voluntary Board. GCT is also supported by a voluntary sub-committee.

Principal responsibilities

The post will require a practical understanding of all GCT operational processes and procedures as follows. The GCT Coordinator will be supported in these operational processes by the GCT Manager.

Note that at all times, the highest standards of customer service and confidentiality with respect to dealing with the public must be maintained, particularly bearing in mind that many GCT customers are vulnerable in their needs.

<u>Patient Transport Service</u>

- Take and record patient transport requests
- Coordinate PTS drivers with requests
- Input PTS journey data into PTS spreadsheet

<u>School Services</u>

- On-call for live school service problems (vehicle issues, liaison with schools about delays, issues with pupils/ parents etc.)

<u>Regular Services</u>

- On-call for weekly services problems (vehicle issues, liaison with passengers about booking issues etc)

<u>Membership</u>

- Maintain member registration records
- Process member registration reminders and renewals

Member Hires

- Handle member hire enquiries
- Create Member hire estimates and invoices
- Book vehicles and drivers
- On-call to deal with live member hire issues (will include occasional evening and weekends)
- Administer Excursions.

Vehicle maintenance

- Maintain vehicle maintenance log
- Arrange 6-weekly safety checks
- Arrange - as required - vehicle maintenance and repairs with garage
- Deal with small maintenance tasks.
- Carry out weekly safety checks for GCT vehicles.

Publicity

- Create posters for excursions and regular services as required
- Create publicity for GCT driver and volunteer opportunities.
- Keep GCT website and social media channels relevant and useful.

Accounting

- Record income and expenditure transactions using Xero accounting application.
- Creating and issuing invoices for member hire and other services.

Fund-raising / Finances

- Regularly review the funding landscape for opportunities for core funding / fleet replacement / paid services.
- Draft funding applications for review by the GCT Manager and GCAT Executive Manager.
- Draft any reporting / financial requirements associated with grant funding for review by the GCT Manager.

GCT Sub-committee

- Attend and Minute the bi-monthly GCT sub-committee meetings
- Deliver agreed actions.

Driver Management

- Weekly organisation of paid and volunteer driver rotas
- Ensure that all drivers have PVG clearance in place.

Ad hoc tasks

- Supporting the GCT Manager / providing holiday cover for the GCT Manager as reasonably requested.

GCT Coordinator - Person Specification.

Sound organisational, communication and people skills and a high degree of flexibility. Experience in a comparable administrative role would be an advantage.

Self-starter, quick to grasp new concepts and information, able to follow guidance and to take initiative where necessary.

Good problem solver – need to be able to work out and implement practical solutions to administrative and logistical problems promptly and viably.

Able to deal efficiently and personably with a wide range of people (for example, manager, customers, partners, drivers, maintenance personnel etc) in person, on the phone and by email/text.

Good communicator – verbal and written – accurate and concise.

Calm when faced with challenges and operational issues.

Essential IT skills: MS Office (Outlook, Word, Excel). Preferred: Knowledge of Xero

Essential: Full driving licence.
Preferred:
D1 entitlement to drive minibuses (D1 training will be provided if necessary)
MiDAS certificate (training will be provided if necessary)

Job Share applications accepted, either as joint applications or individually.

25 hours/week. £23,100 FTE salary, pro-rated to £16,500. Flexible hours, some weekend and evening on-call hours required.

Full employee rights, including Employer contributions to NEST pension.

May 2023