

# T17 Transport Coordinator Job Description



**Job Title:** Transport Coordinator

**Reporting to:** Management Committee

**Responsible for:** The day to day management of T17

## Role Overview

The role of the Transport Coordinator is to deliver an efficient and user friendly transport service to the local community and to support the raising of funds by which to deliver this service. This will be done by the following means:-

1. Ensure the transport operation meets its performance and safety targets, monitoring it and reporting to the Management Committee.
2. Prepare reports and present options and recommendations to service users and the Management Committee.
3. Support and facilitate the work of the Management Committee.
4. Advise on policy and strategic developments and examine business decisions (pricing policy, level of service provision, timetable changes) to assess their impact on passengers.
5. Ensure that all operations are carried out in accordance with UK and European Union laws and regulations, particularly relating to health and safety.
6. Manage and supervise staff and volunteers, organise work shift rotas and coordinate staff/volunteer training.
7. Negotiate and manage agreements and develop new opportunities.
8. Minimise disruption and resolve any unscheduled delays, having to make decisions in difficult situations.
9. Meet service users and service operators to deal with complaints and areas of concern.
10. Analyse results of surveys on passenger/customer satisfaction and start new projects to improve performance T17 services and so encourage greater passenger use of particular routes.
11. Liaise and negotiate with different stakeholders including planning and highways authorities, residents, councillors/politicians, developers and transport providers.
12. Identify existing and possible future transport problems.
13. Maintain a knowledge of the community transport sector and liaise with passenger watchdogs and other professional bodies.
14. Set high expectations, evaluating service delivery and reporting to the Management Committee.
15. Seek best value in all agreements.
16. Encourage and support Volunteer recruitment.
17. Sustain own motivation and professional development.
18. Maintain required records, support and help to develop policies and procedures.

19. Monitor and maintain a healthy, safe and secure working environment, including undertaking or the up-dating of risk assessments for each activity.
20. Provide written and verbal reports as well as statistical and monitoring information.
21. Oversee day to day and regular maintenance of the minibuses.
22. Work flexible hours, as agreed in advance.
23. All duties to be carried out in accordance to agreed policies including Equal opportunities, Health and Safety culture, a customer focused approach and good employee relations.
24. Any other reasonable duties and responsibilities agreed by the post holder and Management Committee.

## T17 Transport Coordinator Person Specification

<b><u>Knowledge</u></b>	<b><u>Evidence</u></b>
The key issues relating to quality transportation and care of the elderly	Up to date information is provided to all relevant parties
The range of needs of the elderly, volunteers, the service providers and fund raisers	Positive outcomes are recorded in all forms of feedback
The key issues relating to equal opportunities including barriers to inclusion	A well balanced and gender and age neutral work force. Barriers to inclusion are identified
Safeguarding of vulnerable adults procedures	Relevant documentation and procedures are in place
Relevant legislation	Transport 17 complies with all legal requirements
A range of individual support needs.	A wide variety of clients are able to safely use the Transport 17 services

<b><u>Skills</u></b>	<b><u>Evidence</u></b>
Ability to plan, prepare and provide safe environments.	Safe working practices are established and accident book regularly monitored.
Ability to motivate and develop the confidence of individuals and groups.	High numbers of volunteers are established and maintained. High levels of client usage.
Ability to communicate sensitively with a wide range of groups and individuals.	Provision of customer service to required standard. Effective distribution of information. Support service delivery effectively. Provision of well presented, accurate and complete reports to organisation's standards.
Ability to produce and review plans, risk assessments etc. including moving and handling.	Relevant documentation available. Safe working practices are followed at all times. Quality of team outputs are maintained.
Ability to work as a team member.	Own and team's work completed on time and to standard.
Ability to use judgment, common sense and initiative.	Potential problems are flagged up.
Ability to set and maintain appropriate professional boundaries.	Policies are accurately and appropriately applied. Resources are used effectively. Service standards are met and improved.