**Reporting to:** Community Transport Manager

**Job purpose:** To support with the smooth running of NNCT’s community transport services; making sure our passengers get to where they need to go and receive an excellent service.

**Key responsibilities:**

* Answer the telephone and deal with enquiries to the office. You will be the first line of contact for passengers and the public
* Book passengers onto routes using the electronic booking system
* Take details for new members and enter them onto the system
* Answer basic queries about our services and how people can access them
* Support with the maintenance of the fleet and liaise with the garage and other providers as appropriate
* Support with ensuring vehicles are ready for use, e.g. removing seats for wheelchairs and carrying out vehicle checks
* Support the Community Transport Manager to make sure all driving staff are DBS checked and have a Norfolk County Council badge
* Support as necessary with the distribution of run sheets for drivers, so they know who to collect and when
* Support the Community Transport Manager with planning and allocation of vehicles and staff to ensure services are delivered
* Support the Community Transport Manager with the development of contingency plans and support in emergencies and breakdown situations
* Signpost passengers and the public to other services, provided by other organisations, as appropriate
* Support with the processing of fares into the office, and following all cash-handling processes
* Represent the organisation at events and on other occasions as required

To support colleagues in covering the work of NNCT and to carry out other appropriate duties, as required.

NNCT reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the business.

**Person Specification**

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|  | **Essential** | **Desirable** |
| Values | * A positive and caring approach towards others * A desire to help people get the services and support they need * A desire to work collaboratively with other individuals and organisations |  |
| Qualifications | * 5 GCSEs or equivalent skills gained through experience or other training. * Relevant IT qualifications or equivalent experience * Willingness to obtain D1 category on license, to drive vehicles (cost met by employer) | * Qualification in customer service and/or office administration * D1 entitlement on driving Licence so can support with the fleet |
| Relevant work/other experience | * A flexible approach and can-do attitude * A team player who gets stuck in * A diligent approach to work and a high attention to detail * An understanding of what community transport is and the difference it makes | * An understanding of, or experience within, the voluntary sector * Experience of working with and supporting volunteers * Experience working within a transport setting |