**COMMUNITY360**

# JOB DESCRIPTION & PERSON SPECIFICATION

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| **Job Title** | Administrator-Scheduler |
| **Responsible to** | Chief Executive Officer (CEO) |
| **Location** | The post holder may be required to work at any establishment at any time throughout the duration of their employment, normally within the locations of C360 or as set out under the terms of their contract. |
| **Accountability** | Assist the Lead Scheduler to be fully accountable for the performance management of contractual key performance indicators and qualitative and quantitative delivery within this portfolio.  Ensure you take ownership and accountability for the areas of responsibility within your remit as detailed in this Job Description and any appendices therein. |

# Purpose of Job

To provide full administrative support to Community360 Community Transport Schemes (and its related projects) ensuring that the transport provided meets the needs of individuals as well as voluntary sector, public and private organisations and that it represents value for money.

**Principal Responsibilities**

1. Timely and efficient scheduling of all trips, administering and maximising all service bookings, organising the drivers’ transport schedules and producing daily passenger lists.
2. Allocate volunteers or paid drivers to the routes booked and ensure the efficient use of vehicles.
3. Accurate and timely data input into database. Maintain accurate records of users, voluntary drivers and bookings on the database to enable monitoring and assessment of the service. Collate and maintain journey statistics through a variety of IT applications for reports to the Community360 Trustees and funders.
4. Processing of new and renewal membership applications, promoting the scheme wherever possible.
5. Deal with all telephone enquiries in a polite and informative manner consistent with Community360’s policies and commitment to customer care, ensuring the call log is accurately updated on a daily basis.
6. To assist with volunteer driver recruitment and subsequent induction ensuring all appropriate training is delivered prior to driving our vehicles, maintaining the training schedule.
7. To market the transport scheme across a range of platforms including social media, website, contributing information for case studies, press releases and testimonials pre-approved in line with our policies and procedures.
8. Undertake general office duties as required (e.g. photocopying, filing, stationery).

**Compliance**

1. Ensure fleet of vehicles have regular safety checks and basic routine maintenance, MOTs as required. Update the vehicle repairs/maintenance log and check corresponding invoices.
2. Ensure each vehicle is taxed and the database is updated accordingly.
3. Ensure each vehicle displays the correct permit (Section 19 or 22) and flag to Lead Scheduler if due for renewal.
4. Ensure drivers conduct daily defect checks of vehicles prior to use, completing the defect checklist. Sign off the checklists and flag any defects to Lead Scheduler.
5. Report to the Lead Scheduler any accidents/incidents involving vehicle damage, injury to passenger(s) and any offences under the Road Traffic Acts as well as all matters affecting the efficiency and day to day running of the transport scheme. Ensure the correct procedure for reporting is followed in line with our policies and procedures.
6. To make the Lead Scheduler aware of any complaints received.
7. To arrange completion of regular evaluations (in line with project requirements) and customer satisfaction surveys and record on central database.
8. To undertake any other work deemed necessary by the CEO and Lead Scheduler to further the aims and objectives of the Community360.

**Overall**

1. Ensure that C360’s policies and procedures are followed in all areas of work of C360.
2. Comply with the UK General Data Protection Regulations (GDPR) of the Data Protection Act 2018, following guidelines as per C360 processes.
3. Attend as appropriate, and participate in, internal meetings of the organisation, including, but not limited to, staff meetings, board meetings, the Annual General Meeting and Away Days promoting staff professional development and awareness.
4. Work co-operatively with other members of staff and act as an effective team member, promoting mutual respect amongst colleagues and a positive persona.
5. Comply with the internal and external monitoring and recording requirements of the organisation for accountability purposes.
6. Provide local intelligence and knowledge to the organisation, galvanising communication throughout, which would usefully inform discussions and decision making.
7. Assist with co-ordinating and attend community events during the year, maintaining a flexible approach.
8. Contribute to marketing C360 services including but not limited to social media, website, newsletters, leaflets, presentations and any other marketing tools.
9. Pursue and undertake any training and personal development of skills necessary for the effective performance of your role, as agreed with your line manager, maintaining your training record in conjunction with Support & Supervision.
10. Ensure all information (including the shared drive) is kept confidential, in appropriate files, up to date and accurate.
11. Carry out other duties in line with the above primary duties, which are held to be within the scope of this post.
12. Ensure that all services are provided in line with all C360 strategic and delivery plans.
13. Take ownership and responsibility of communication both internally externally ensuring the sharing of appropriate information where necessary. Continuously explore effective ways of working within the C360 Team.
14. From time to time you may be required to work unsociable/additional hours (evenings and weekends) for which time off in lieu (TOIL) will be given.
15. The job role may require at times, travel across Essex, the region and nationally.

**PERSON SPECIFICATION – Administrator-Scheduler**

**How to evidence the criteria on your covering letter:**

As a **minimum**, please evidence these essential criteria: **E1, E2, E3, E4, E5, E6**

Please consider C360’s values when providing your evidence, which underpin our Purpose of ‘****Through partnership working we will foster resilient, thriving and inclusive environments so everyone can live their best lives’:****

* **Leadership**: we seek to provide passionate, intelligent leadership for our communities
* **Collaboration**: we maximise our impact by building partnerships to work with communities
* **Honesty**: we maintain a reputation for integrity and trust
* **Creativity**: we are open-minded, we challenge how things are done and develop new approaches
* **Inclusiveness**: we seek to involve everyone, are friendly and caring
* **Excellence**: we value quality in everything we do

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| **Selection Criteria - ESSENTIAL** | | | |
| **No.** | **Experience, Technical Skills & Knowledge** | **Shortlisting**  **Via** | **Score** |
| E1 | Experience of providing efficient customer service/administrative support in a busy office environment | Application |  |
| E2 | Good working knowledge of databases and  spreadsheets | Application |  |
| E3 | Competent and secure use of IT, including Email, Internet, MS Office 365, Database and Cloud technologies | Application |  |
| E4 | Effective communication skills including written, verbal and listening skills | Application/ Interview |  |

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| **No.** | **Qualifications, Education and Training** | **Shortlisting via** | **Score** |
| E5 | Good, all-round secondary education  (Diploma or equivalent in a relevant area (such as Business Administration is desirable) | Application |  |
| E6 | Commitment to self-development and continuing professional development | Application |  |

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| **No.** | **Personal/ Behavioural Characteristics** | **Shortlisting via** | **Score** |
| E7 | Team player with an open and honest manner, ability to build effective relationships with a wide range of individuals | Interview |  |
| E8 | Ability to show empathy to service users and members of the public and to deal with them in a courteous manner, managing behaviours where necessary | Interview |  |
| E9 | Discretion and confidentiality combined with sensitivity and diplomacy | Interview |  |
| E10 | A commitment to equal opportunities and the ability to work with a diverse range of people | Interview |  |
| E11 | Ability to work under pressure and to prioritise workload | Interview |  |
| E12 | Effective organisation and time management skills | Interview |  |
| E13 | Ability to work hours in a flexible way, including evenings and weekends to meet the needs of the service and to adapt to different environments including lone working | Interview |  |
| E14 | A belief in continuous improvement and  developing standards of quality | Interview |  |

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| **Selection Criteria - DESIRABLE** | | | |
| **No.** | **Experience, Technical Skills & Knowledge** | **Shortlisting**  **Via** | **Score** |
| D1 | Experience of the voluntary and charitable sector, and working with volunteers | Interview |  |

## Valuing Equality, Diversity & Inclusion

Community360 is an equal opportunity employer and is fully committed to a policy of encouraging equality, diversity and inclusion among its employees and job applicants and treating all of its employees and job applicants equally, fairly and without bias. Community360 will avoid unlawful discrimination in all aspects of employment including recruitment and selection, promotion, transfer, opportunities for training and development, pay and benefits, other terms of employment, dealing with grievances and discipline, performance management, requests for flexible working, selection for redundancy and dismissal.

Community360 will take all reasonable steps to employ, train and promote employees on the basis of their experience, abilities and qualifications without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origins and caste), religion or belief, sex or sexual orientation. In this policy, these are known as the “protected characteristics”. Community360’s aim is for its workforce to be truly representative of all sections of society, and for each employee to feel respected.

**Disability Confident**

We are a Disability Confident Employer and have made a positive commitment to inclusion and diversity and welcome applications from people with a disability or long-term health condition.   Part of our commitment is to offer all disabled candidates an interview who meet the minimum essential criteria for the role as set out on our Person Specifications.

We will ask you to let us know if you require any reasonable adjustments to be made throughout the recruitment process to ensure inclusion and if you would like to discuss the recruitment process in advance, including what reasonable adjustments would be required, you can call Amanda Woods, Corporate Services Manager on **01206 505250**.  If we offer you the position, we are committed to making reasonable adjustments wherever possible to your working environment.

**Safer Recruitment**

Community360 is committed to safeguarding and ensuring the welfare of vulnerable adults, children and young people.  We expect all employees and volunteers to share this commitment.

The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  We have safeguarding policies in place which staff/volunteers are expected to read at induction and keep up to date with any policy changes throughout their employment and/or volunteering experience.

**Essex Family Friendly Employers Charter**

Community360 has signed up to the Essex Family Friendly Employers Charter which means it promises to abide by a set of minimum principles deemed to be family friendly. Our policies allow our staff easy access to flexible working so that they can manage their work and caring commitments.

Amendments – this description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.

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| **Office Use only:** | |
| **E** | **/12** |
| **D** |  |
| **Total** |  |
| **Max score** | **/** |
| **Interview** | **Y / N** |