

Recruitment Information Pack



Team Leader – Transport

To apply:

Please apply by sending your CV (including current salary) and a supporting statement to Beverley.jones@rvs.org.uk. Your statement should explain why you'd like the role, what you will bring to the organisation and how your skills and experience reflect those specified.

Your statement should be no longer than three pages.

For more information please see the Application Guidelines on our website.

We will be assessing applications as we receive them and interviewing on a rolling basis. We may therefore close the recruitment at any time so we encourage you to submit your application as soon as possible.

Thank You!

Thank you for your interest in Rushmoor Voluntary Services (RVS). This information pack should provide all the information that you need but please don't hesitate to contact the recruiting manager – Beverley Jones on 07716 478635 or Beverley.jones@rvs.org.uk.

About Us

Established as a registered charity in 1971, RVS are the Council for Voluntary Service (CVS) in Rushmoor. Our role in the community is to champion volunteering and to support any voluntary or community group working in the Borough of Rushmoor.

We support our members by creating networks; our well attended quarterly Voluntary Sector Forum is testament to this. We provide support with volunteer recruitment and training, plus maintaining good practice.

RVS manage a number of projects that provide community benefit. These include:

- Community Transport - which includes scheduled passenger services and a group-hire minibus scheme for Rushmoor & Hart.
- Home Help - providing shopping and light housework to frail, elderly and disabled people.
- Blooming Marvellous - a supported volunteering gardening project.
- HIV in Hampshire - emotional and practicable support to people living with HIV.

We work in close partnership with various organisations including our core funders Rushmoor Borough Council and Hampshire County Council.

RVS are members of the Hampshire Council of Voluntary Services (CVS) Network, an alliance of eight organisations who work together to help Hampshire's charities, community groups and social enterprises to succeed and flourish. We collaborate in a local cluster with Hart and Basingstoke CVSs.

Our Mission

In partnership with the voluntary, statutory and business sectors, enabling all the people of Rushmoor to play a full and active part in the life of the local community.

Where we Work

The area we cover for our CVS services includes Aldershot and Farnborough, along the Blackwater Valley in the north east corner of Hampshire.

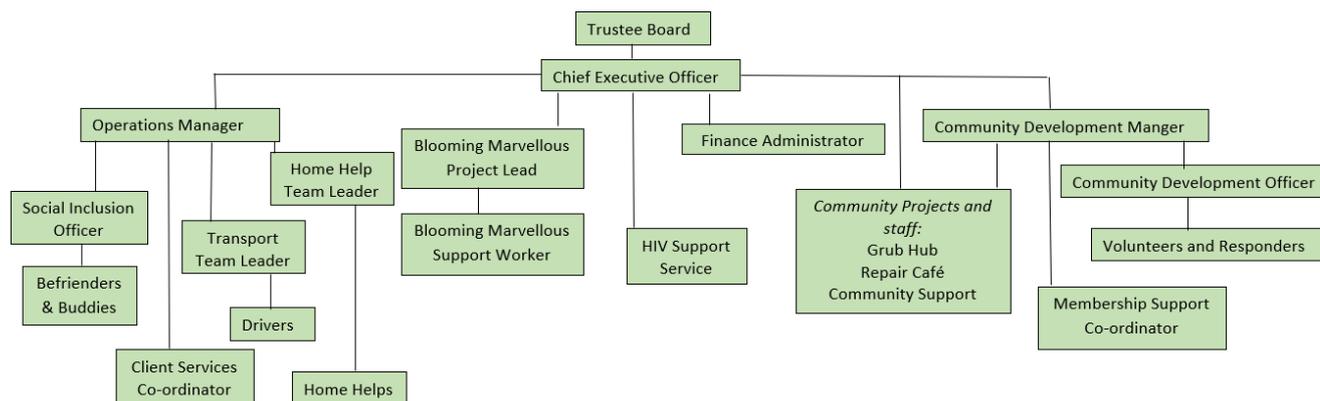
Over 300 organisations and groups from this area are members of RVS.

Many of our support services cover areas of Hart, something which we wish to proactively increase.

Our office is within the Civic Offices alongside Rushmoor Borough Council and other key organisations supporting the community of Rushmoor.

Our Team

We began a period of significant change during 2019; our new Chief Executive Officer (CEO) and Community Development Manager (CDM) were appointed to replace their long-standing predecessors. In August 2019 we moved to our new office base within the Civic Offices which has enabled us to work closer with our key stakeholder, Rushmoor Borough Council. We recruited an Operations Manager in January 2021 to develop the client services.



The current paid staff team comprises of various - mostly part-time - roles which are supported by a team of volunteers.

The Role

You will work 18 hours per week M-Th, 08.30- 1.00pm. This role is office based. It will be mandatory to cover the holiday/sickness for the Client Services Co-ordinator, which will mean working Friday morning by arrangement and paid as overtime.

The Benefits

As well as working in a long established and community focussed organisation, you will be based in a friendly office environment with parking and excellent coffee!

We offer:

- A permanent contract. This is subject to HCC Contracts & funding and satisfactory completion of a three month probationary period.
- A salary of £12,649 (FTE £24,597), according to relevant experience.
- Auto enrolment in the company's defined contribution pension scheme. Individual contributions are flexible subject to statutory minimum and maximum limits; RVS contributions will be paid in accordance with policy.
- Mileage and out-of-pocket expenses undertaken on behalf of RVS, paid in accordance with the Inland Revenue mileage rates for business travel, e.g. 45p per mile for travel by car.

- 23 days paid annual leave rising to 28 after five years' service, plus statutory days, pro-rata. 3 of these days must be taken between Christmas and New Year when the office is closed, unless operational demands require you to work during this time and the 3 days will then be taken in January.
- An incrementally increasing period of sick pay in accordance with length of service.
- Free parking during working hours.

Job Description

Whilst the overarching aim of this role will remain, the specific responsibilities will be reviewed in line with the strategic development of the organisation.

Community Transport

- Manage and support a team of drivers and their work schedules.
- Arrange holiday and sickness cover for drivers.
- Be 'on call' for drivers on a Saturday morning by phone, should cover need to be provided. There is a supplementary allowance paid for this.
- Be the backup driver should an issue develop during the day and a replacement vehicle is needed on one of the routes.
- Manage the maintenance of the fleet of minibuses (currently eight vehicles) that are used for hire to voluntary organisations in Rushmoor and Hart and to deliver our passenger transport services.
- Ensure vehicles are returned in a suitable condition.
- Ensure schedule of all safety checks is arranged and undertaken.
- Keep detailed and accurate records of vehicle use, maintenance and all necessary documentation, including:
 - MOT tests/certificates,
 - Safety checks,
 - Tail lift servicing,
 - Breakdown recovery and repairs.
- Co-ordinate or organise the procurement of:
 - Section 19 permits,
 - Disabled badges
 - Road fund licences
 - Insurance
- Manage the passenger registration process and travel booking system.
- Respond to requests and manage the data base for booking hires of our community buses. This may be primarily undertaken by the Client Services Co-ordinator but will be overseen by the Transport Team Leader.
- Prepare buses for hire, this may involve removing seats to allow for wheelchairs or similar and ensure they are clean and tidy.
- Maintain and monitor hire agreements and risk assessments.

Compliance

- Best practice in Health and Safety standards
- Provide regular data reports to HCC and other service providers for monitoring of the passenger transport services.
- Attend regular monitoring meetings and community transport fora with HCC and other service providers.
- Ensure all drivers have a current DBS and Midas certificates and regular licence checks.
- Ensure drivers are fully trained in all aspects of their role and safeguarding vulnerable adults.
- Ensure group drivers have and Midas certificates and regular licence checks, which may be undertaken by the Client Services Co-ordinator.
- Advise the Operations Manager of any changes in legislation to ensure that services comply at all times.
- Maintain awareness of community transport good practice, potentially via CTA membership.
- Ensure the transport team adhere to GDPR guidelines at all times.
- In all undertakings ensure compliance with RVS policies.

Finance

- Record and reconcile fare income on a regular basis
- Ensure banking is carried out as scheduled to reduce risk to the organisation.

General

- Co-ordinate mechanisms to monitor and evaluate passenger satisfaction.
- Cover the bookings line when Client Services Co-ordinator is absent, this will require additional hours and is compulsory.
- Cover for other staff if required. This will entail the familiarisation of the other roles within the Client Services Team.
- Undertake other duties as requested by the Operations Manager that are commensurate with the post and the development of the services or organisation.
- Support good internal communications and a positive working environment.
- Maintain good working relations with key individuals and other organisations within the voluntary, statutory, public and business sectors active within Rushmoor.
- Promote equality and diversity in all undertakings.

About You

You will be well educated, well organised and administratively self-supporting. You will have strong IT skills. You will possess a positive, 'can do' manner, be approachable and respectful with the ability to motivate and influence people.

You will have experience of customer services, ideally within the voluntary sector.

You will understand what best practice in client services looks like and are comfortable supporting others to achieve this.

Values and Aptitude

Essential

- Ability to develop good working relationships with colleagues at all levels, and in a range of organisations.
- Methodical and effective approach to work, with attention to detail, and good time management.
- Flexible approach and willingness to work as part of a team with ability to make positive contributions to benefit the whole organisation.
- Demonstrate an inclusive mind-set.

Desirable

- Interest in supporting the Rushmoor community.

Education, Administration and Communication

Essential

- A knowledge of passenger transport services and vehicle maintenance scheduling
- Strong organisational skills and capacity to manage a high volume and varied workload.
- Ability to produce statistical data reports using excel and other applications as appropriate.
- Strong interpersonal and communication skills with the ability to communicate clearly and concisely, both orally and in writing.

IT Skills

Essential

- Excellent working knowledge of Office 365, primarily Outlook, Word and Excel.
- Proficient in the use of CRM databases and a willingness and aptitude to learn the RVS systems.

Community Transport

Essential

- Minimum age 21, with a clean driving licence, held for at least 2 years. Your licence should include D1 entitlement (this covers minibuses).
- Hold a current Midas certificate or be willing to undertake MiDAS (training will be provided and renewed every four years).
- To be physically capable of removing and replacing seats from buses and undertaking basic repairs and adjustments when required.

Desirable

- Experience of working in a similar role.
- Experience of outcome focussed approach to service delivery and development.
- Experience of monitoring service performance against targets.
- Experience of working with community transport under local authority contract.

Voluntary Sector

Desirable

- Experience of supporting and working with volunteers