

Bassetlaw

ACTION

Centre



Job pack Transport Administrator

BASSETLAW ACTION CENTRE

“Making a difference throughout Bassetlaw”

**Bassetlaw Action Centre
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Retford
DN22 6EZ**

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Email: enquiries@actioncentre.org.uk

Website: www.bassetlawactioncentre.org.uk



The Role

The Transport Support Officer plays a vital role within Bassetlaw Action Centre's Transport team, ensuring the smooth operation of community transport services that support older people, vulnerable individuals, and those with long-term conditions across Bassetlaw.

This role involves coordinating bookings for the Bassetlaw Community Car Scheme, Bassetlaw Car Scheme Plus, and the Bassetlaw Community Minibus, liaising with volunteer drivers, and maintaining accurate records and monitoring systems. The postholder will assist with volunteer recruitment, promote the scheme to potential clients, and support the Motability Transport Co-ordinator and Transport Manager.

Strong administrative, organisational, and communication skills are essential, as is the ability to work under pressure in a busy environment.

This is an exciting opportunity to contribute to a valued community service and make a real difference to those in need of accessible and reliable transport.



Job Details

Job title Transport Administrator

Location Bassetlaw Action Centre

Hours 8:45am - 16:15pm Monday - Friday

Salary £12.21 per hour

Contract type Permanent

Start date TBC

DBS Enhanced (we will arrange and fund)

Closing date We will close when we have sufficient applications

Interview date(s) TBC



**Annual entitlement of 28 days of paid leave
(inclusive of Bank Holidays)**



Flexible working



**In depth and ongoing training to thrive and
develop in role**



Annual leave purchase scheme



Paid mileage



Access to Charity Workers Discounts



Company pension contributions



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About Us

Bassetlaw Action Centre is a community resource agency offering help and support to individuals and organisations throughout Bassetlaw; promoting the independence of older and vulnerable people and supporting individuals with long term conditions.

This role sits within our Transport team. The Bassetlaw Community Car Scheme – a voluntary car service, with approximately 40 volunteer drivers. It exists for those people in Bassetlaw who are unable to make their journey by public transport.

Bassetlaw Car Scheme Plus is an accessible voluntary car service with a fully accessible WAV (Wheel chair accessible Vehicle).

The Bassetlaw Community Minibus is an accessible vehicle offering a range of lunch club and day trips as well as group hire.





Job Description

1. To support the Motability Transport Co-ordinator and Transport Manager.
2. To ensure the systems are in place for all administration, record keeping and reporting that is required to support the work.
3. To assist with volunteer recruitment.
4. To take bookings for the Community Transport Schemes.
5. To make bookings with Drivers and confirm with clients.
6. To attend Countywide meetings in the absence of the Co-ordinator.
7. To plan and coordinate driver meetings.
8. To liaise with corporate clients in relation to transport requests.
9. To liaise with Action Centre staff in relation to transport schemes
10. To attend and contribute to supervision sessions.
11. To ensure that all electronic booking and monitoring systems are maintained.
12. To ensure monitoring statistics are provided for funders.
13. To promote the scheme to possible clients and volunteer drivers.
14. To work as part of a small team to ensure all aspects of the work of the Bassetlaw Action Centre are covered professionally.
15. To ensure that a professional and productive working environment is maintained.
16. Any other reasonable duties requested to ensure a high degree of accuracy is maintained.

Person Specification

1. Evidence of ability to build positive working relationships with staff and volunteers – in particular volunteer drivers.
2. Knowledge and experience of answering telephone and operating telephone system.
3. Evidence of ability to carry out administrative tasks
4. Have good telephone manner.
5. Ability to work under pressure.
6. Being responsible – including being a key holder for the premises.
7. Clear understanding of Equal Opportunities policy and practice and a commitment to implementation.
8. Highly developed interpersonal skills.
9. Excellent written and oral communication skills.
10. Relevant knowledge and experience of voluntary sector in Bassetlaw
11. Proven administrative ability.
12. Excellent IT skills
13. Marketing skills/experience
14. Experience of working in a busy/pressurised environment



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A person wearing a grey sweater is holding a dark grey sign with the word "Welcome!" written in white cursive. The sign is held in front of a blurred background of a modern building with large windows and a balcony.

Welcome!

**We look forward to
hearing from you!**

If you have any questions about the role, you can contact Lynn Tupling our Chief Executive, by emailing: ltupling@actioncentre.org.uk