

Bassetlaw

**ACTION**

Centre



# Job pack—Motability Transport Coordinator

## BASSETLAW ACTION CENTRE

**“Making a difference throughout Bassetlaw”**

**Bassetlaw Action Centre  
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# The Role

**The Motability Transport Coordinator plays a crucial role in managing and developing Bassetlaw Action Centre's community transport services. Responsibilities include promoting our transport for people with disabilities, ensuring they run efficiently and meet the needs of local residents whilst integrating people with disabilities into mainstream transport options.**

**This role involves overseeing the Bassetlaw Motability transport options; coordinating bookings, recruiting and managing volunteer drivers, promoting our accessible transport to local people groups and ensuring accessible transport options are available for those unable to use public transport.**

**The postholder will be responsible for maintaining accurate records, liaising with clients and corporate partners, recruiting and supporting volunteer drivers, supervising other transport office staff and breaking down barriers that some people with disabilities face while using the transport schemes.**

**With strong organisational and communication skills, the Transport Coordinator will ensure the smooth operation of these vital services, helping to promote independence and social inclusion for older people, vulnerable individuals, and those with long-term conditions across Bassetlaw. There may be an occasional need for the transport coordinator to drive our vehicles.**



# Job Details

**Job title**

**Motability Transport Coordinator**

**Location**

**Bassetlaw Action Centre**

**Hours**

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

**Salary**

**£24,570**

**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 at Bassetlaw Action Centre, overseeing the coordination and efficient delivery of our community transport services.**

**The Community Car Scheme is a voluntary car service supported by approximately 40 dedicated volunteer drivers. It provides essential transport for individuals in Bassetlaw who are unable to access public transport.**

**Car Scheme Plus is an accessible voluntary car service that operates a fully wheelchair-accessible vehicle (WAV), ensuring transport is available to those with mobility needs.**

**The Community Minibus is an accessible vehicle offering a variety of services, including lunch club and day trips, as well as group hire for local organisations and community groups.**

**As Transport Coordinator, you will be responsible for managing and developing these services, ensuring efficient scheduling, recruiting and supporting volunteers, maintaining accurate records, and liaising with clients to provide a high-quality and accessible transport solution for those who need it most.**





# Job Description

1. To Coordinate the Bassetlaw Motability Community Transport Schemes.
2. To ensure the systems are in place for all administration, record keeping and reporting that is required to support the work.
3. To recruit volunteers and support/retain them in their role.
4. To take bookings for the Bassetlaw Motability Community Transport Scheme.
5. To make bookings with drivers and confirm with clients.
6. To attend Countywide meetings when necessary.
7. To complete Driver claims when required.
8. To raise invoices for journeys.
9. To plan and coordinate driver meetings.
10. To liaise with statutory and corporate clients in relation to transport requests.
11. To liaise with Action Centre staff in relation to transport schemes.
12. To attend and contribute to supervision sessions.
13. To ensure that all electronic booking and monitoring systems are maintained.
14. To ensure monitoring statistics are provided for funders.
15. To contribute to reporting systems in relation to the scheme.
16. To promote the scheme to possible clients and volunteer drivers.
17. To supervise and work as part of a small team to ensure all aspects of the work of the Bassetlaw Action Centre are covered professionally.
18. To ensure that a professional and productive working environment is maintained.
19. To ensure a high degree of accuracy is maintained.
20. Any other reasonable duties requested by the Chief Executive or Line Manager.

# 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
15. Experience of project delivery
16. Experience of supervising a small staff team





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A person wearing a grey sweater is holding a dark grey, rectangular sign with decorative, torn edges. The sign has the word "Welcome!" written in white cursive script. The background is a blurred outdoor setting with a wooden slatted fence and some greenery.

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](mailto:ltupling@actioncentre.org.uk)**