

## **Draft advert**

### Community Transport Services Manager

Berwickshire Association for Voluntary Service (BAVS), Duns, Scottish Borders is recruiting a Manager on an initial 2 year contract. Hours 30 hours per week, annual salary £19700 to £21700 dependant on experience.

BAVS hosts Berwickshire Wheels providing Community Transport Services for people to attend health and social appointments. The service is experiencing a significant increase in business with an opportunity to combine with other services to develop a Borders wide service in the coming months, and we would welcome applicants with strategic planning experience. BAVS also hosts the Borders Community Transport Flow Centre booking system on behalf of the Scottish Borders Community Transport partnership.

### **Key responsibilities**

- To oversee transport operations for the service
- Ensure that the vehicle fleet is maintained to a high standard
- To provide excellent customer relations
- Recruit and support a team of volunteer drivers
- Arrange appropriate training when required
- Supervise Flow Centre staff
- Provide reports and statistical returns to the partnership and Scottish Borders Council
- Chair the Borders Community Transport Steering Group
- Attend relevant transport related meetings and conferences
- Financial management of grants and allowances
- Monitor complaints and compliments
- Problem solving
- Continually look for opportunities to improve processes and procedures to benefit customers and the partnership
- Seek opportunities to publicise the work of the partnership
- Seek grant funding to support the delivery of services
- Ensure adherence to legislation including operator licensing regulations
- Develop a business plan to combine partnership services

### **Competencies and qualifications**

- Previous management, supervision experience
- Knowledge of the Community Transport sector would be an advantage
- Experience of grant funding
- Experience of managing partnership working arrangements
- Valid driving licence
- Flexible working
- Excellent verbal and written skills with the ability to communicate clearly and effectively
- Ability to prioritise conflicting demands
- Passionate about providing excellent customer service
- Able to work with minimal supervision, show initiative and think outside the box

The above list is not exhaustive and you may be required to carry out additional duties to meet developing business needs. This may include travelling to and supporting partners.