

BASSETLAW ACTION CENTRE

CAR SCHEME BOOKINGS ADMINISTRATOR

JOB DESCRIPTION

Job Title: Car Scheme Bookings Administrator

Employed by: Bassetlaw Action Centre

Hours per week: 20 hours – Monday to Friday from 12 noon

Salary: £7.50 per hour

Holiday Entitlement: 28 days per year (pro-rata) after 5 full year's service an additional 5 days (pro-rata) is accrued.

Accountable to: Line Manager, appointed by the Trustees and responsible to the Management Committee. The Line Manager is responsible for providing induction, regular supervision and support, continuing training opportunities, appraisal and review.

Responsible for: The administration of the community car scheme. This includes ensuring that all aspects of the car scheme are carried out in an efficient and accurate manner the organisation is portrayed in an efficient and professional manner.

Aims of the Bassetlaw Action Centre:

The Bassetlaw Action Centre is a local community resource centre, offering help and support to individuals and organisations. In addition to the core services there are several projects including:-

- The Bassetlaw Community Car Scheme – a voluntary car service, with approximately 45 volunteer drivers. It exists for those people in Bassetlaw who are unable to make their journey by public transport. This project receives grant aid from Nottinghamshire County Council.

Current Staffing:

The Centre has 14 part-time/full time posts (including the Chief Executive). The Centre has the services of approximately 70 volunteers.

MAIN TASKS

1. To support the Co-ordinator of the Bassetlaw Community Car Scheme.
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 Bassetlaw Community Car Scheme.
5. To make bookings with Drivers and confirm with clients.
6. To attend Countywide meetings in the absence of the Co-ordinator.
7. To complete Driver claims
8. To raise invoices for journeys
9. To plan and coordinate driver meetings
10. To liaise with corporate clients in relation to car scheme requests
11. To liaise with Action Centre staff in relation to car scheme
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 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. Any other reasonable duties requested by the Line Manager.

PERSON SPECIFICATION

ESSENTIAL EXPERIENCE AND QUALITIES

- 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