

## **BASSETLAW ACTION CENTRE**

The Bassetlaw Action Centre seeks to be an equal opportunity employer.

### **Background**

The Bassetlaw Action Centre was established as a Manpower Services Commission project in 1983 and was transferred to Bassetlaw Community and Voluntary Service in 1989, who managed the project until it became an independent registered charity in April 1996. From 1989 it has been jointly funded by Bassetlaw District Council and Nottinghamshire County Council as a Community Resource, Information, Training and Advice Centre for Bassetlaw.

The Bassetlaw Action Centre has many areas of work, including a very well used training resource. The Action Centre also hosts a range of community projects including Bassetlaw Self Help Link, Staying Well in Bassetlaw, Bassetlaw Community Minibus, First Contact, Home Support, Housing Choice, Stroke Information Service, Bassetlaw Share a Ride, Bassetlaw Community Car Scheme and Bassetlaw Car Scheme Plus.

Specifically the Transport Administrator's role is to support the Transport Co-ordinator who has total responsibility for operating the car scheme, car scheme plus and minibus; which covers everything from answering the telephone, dealing with volunteers, carrying out related administrative duties, dealing with enquiries, making bookings for journeys, invoicing for journeys, calculating the driver claim each month, promoting the scheme etc. An element of this will also involve developing understanding of all core services and projects, and ensuring that all tasks are carried out in a professional manner. There are already comprehensive IT procedures in place. There is a small staff team complementing this role which will be overseen by the coordinator. It is expected that the successful applicants will have exceptional IT skills and an excellent customer focus and telephone manner in addition to a keen eye for detail.

Each staff member has a dedicated computer which is linked through broadband to the internet. We have intranet facilities for internal communications; we have electronic diary systems, electronic payment systems and have our own web-site.

The responsibilities of these roles are further explained in the attached Job Description.

In line with our workplace health initiative, the Bassetlaw Action Centre operates a no smoking and zero alcohol policy.