

## **JOB DESCRIPTION**

### **Role Details**

**Role Title:** Scheduling Admin Officer with responsibility for scheduling/ troubleshooting and maintenance of vehicles.

**Location:** Lagan Valley Rural Transport, (LVRT) Units 1-6 PRM Complex, Rathdown Road, Lissue Industrial Estate, Moira Road, Lisburn BT28 2RE

**Responsible to:** Lagan Valley Rural Transport Manager

**Salary:** £21,508 (£11.03 per hour) based on 37.5 hours per week

**Staffing Responsibilities:** No line management duties

**Hours of work:** 30 hours per week normally between the hours of 8am – 4pm Monday to Friday , exclusive of meal breaks.

### **Purpose of LVRT:**

To reduce rural social exclusion, isolation and loneliness by providing affordable, accessible, and reliable transport services in the rural Lagan Valley and Castlereagh areas

### **Job Purpose:**

- Work as part of a team to ensure the provision of a caring, professional, and reliable rural community transport service within and across Lagan Valley.
- To support the development of the Rural Transport Fund within the Lagan Valley and Castlereagh area by managing your time ensuring the effective operation of Dial a Lift, DATS and Group Transport services.
- To schedule minibuses and volunteers in an efficient and timely manner.
- Ensure vehicles are maintained and fit for purpose.
- Deal with all issues in a calm and efficient manner.

### **Job Responsibilities:**

- Deal with drivers in a professional, efficient manner
- Organise your time by efficient planning to ensure all driver and vehicle information is recorded accurately on CATSS software system.
- Be productive and reliable always.
- Carry out the role in a helpful, caring, and confident manner – within the aims, objectives, and values of Lagan Valley Rural Transport.
- Be self-motivated and sensitive to the needs and wishes of the passengers and staff of Lagan Valley Rural Transport.

**Job Tasks:**

- To ensure that the office and telephone are open to both internal and external callers between 9:00am and 4:00pm Monday to Friday.
- To communicate well with Board, Management, other staff and volunteers and customers and members of the public.
- To correspond and deal with queries from individuals, community, statutory and voluntary organisations in an efficient and professional manner.
- To ensure that all bookings are logged accurately when received.
- To ensure all vehicles and drivers are scheduled to within time guidelines in a proficient and cost-effective manner.
- To ensure that all bookings are completed according to details.
- To ensure that all drivers are aware of their work schedule at any given time.
- To take responsibility for emergency contact phone and deal with any issues arising.
- To have excellent knowledge of the area in which we operate.
- Scheduling system to be kept in real time (all changes to be made live)
- To act as first point of contact and troubleshooting for driver and volunteer issues regarding booking and pick-ups.
- Ensure all vehicles are maintained in accordance with our maintenance schedule and this is recorded live on scheduling system.
- Monitor fuel efficiency and ensure all fuel consumption is recorded.
- To collate and if necessary, chase time sheets.
- All messages to drivers/customers to be passed on immediately.
- All messages for Management are recorded and passed on accurately.
- To carry out all requested tasks promptly and effectively.
- Be available to work flexible hours for which Time Off in Lieu may be granted.
- To undertake all training as deemed necessary.
- To help develop solutions to any issues arising.
- Always wear clean and correct uniform.
- To ensure that the office space is always kept clean and tidy.
- To follow all organisational guidelines and procedures always.
- To ensure that all Lagan Valley Rural Transport information is treated in the strictest confidence.
- To assist the Management with the organisation of any internal or external events.
- Any other duties as required by Board and Manager in furtherance of the organisational objectives.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 GCSEs at Grade C or above (which must include as a minimum Maths and English (Or recognised Equivalents)</li> <li>• Plus 1 year full-time paid office administration experience</li> </ul> <p><u>Or</u></p> <ul style="list-style-type: none"> <li>• Minimum of 3 years full-time paid office administration experience</li> </ul>	<ul style="list-style-type: none"> <li>• Computer GCSE at grade C or above</li> <li>• Office Administration qualification i.e. OCR Level 3 Diploma in Administration</li> <li>• Academic or professional qualifications in administration</li> <li>• Transport, logistics or scheduling qualification at Level 3 or higher</li> </ul>
<b>Skills Experience</b>	<ul style="list-style-type: none"> <li>• Working with Microsoft Word, Excel and Outlook</li> <li>• Ability to learn and navigate IT systems with pace and competence</li> <li>• Excellent phone manner</li> <li>• Excellent customer care skills</li> <li>• Managing work problems</li> <li>• Excellent time-management</li> <li>• Ability to work under pressure</li> <li>• Work on one's own initiative and as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• CATSS or similar booking system</li> <li>• Transport/ vehicle scheduling and routing</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Awareness of the needs of persons with a range of physical and psychological disabilities</li> <li>• Detailed knowledge of the geography of the County</li> <li>• Understanding of the background to Lagan Valley Rural Transport. and what it does.</li> <li>• General Data Protection Regulation and Data</li> </ul>	<ul style="list-style-type: none"> <li>• Working Hours regulations</li> <li>• Drivers' domestic regulations</li> <li>• Digital tachographs</li> </ul>

	Protection <ul style="list-style-type: none"> <li>• Safeguarding requirements for adults and children</li> </ul>	
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Professional</li> <li>• Compassionate</li> <li>• Reliable</li> <li>• Confident</li> <li>• Trustworthy</li> <li>• Take pride in work and appearance</li> <li>• Flexibility</li> </ul>	