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**Community Transport Glasgow**

**Transport Co-ordination Centre – Dispatch Operator**

**Recruitment Pack**

**January 2019**

**Dear applicant,**

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting role catches your imagination and that you are encouraged to apply.

Community Transport Glasgow (CTG) is a charity and company limited by guarantee and was established to provide relief to communities of Glasgow and its environs, who are in need due to age, mobility, mental and physical disability, illness and poverty. This is achieved by providing affordable, reliable, accessible transport solutions to the local communities we serve.  CTG is one of the largest Community Transport Charities in Scotland.

Our transport solutions are tailored to the needs of people who have difficulty accessing public transport. The demographics of the local communities we provide transport solutions for include older adults, those with a disability or mobility issues and those who are socially excluded.

In terms of transport solutions provided, CTG delivers just about every type of transport that community transport operates. This includes, group transport to local voluntary and community groups, community bus registered timetabled services, volunteer car scheme enabling people to access health appointments, assisted support for learning school transport and demand responsive transport solutions - that assists individuals to access local services.

CTG is embarking on a new strategy that will support and enhance the transport solutions we provide. We will be diversifying the activities of the organisation through developing, establishing and piloting innovative projects.

One of these key developments is the establishment and piloting of a Transport Co-ordination Centre. The Co-ordination Centre will improve the transport scheduling of CTG’s transport solutions and will also act as a transport hub, in partnership with key stakeholders such as the NHS. This will better co-ordinate transport requirements that will improve the use of transport resources and reduce duplication of trips.  This will provide a single point of contact for the booking and scheduling of journeys.

Therefore we are recruiting Dispatch Operators to be part of our team to take this innovative transport project forward.

The following is included in this information pack to help you with your application:

* Background to Community Transport Glasgow
* Job description
* Person specification
* How to Apply
* Dates to Note

If you like the sound of this challenge and want to be part of something innovative at its inception, have good customer service skills and want to assist people in being able to get out and about, then we’d love to hear from you.

Come and be part of something brilliant!!

**About Community Transport Glasgow**

**Our purpose** is to deliver of high quality, reliable, accessible transport to the communities of Glasgow and East Dunbartonshire.

We **aim** to achieve this by:

* Developing and operating affordable transport solutions for the vulnerable communities of Glasgow and East Dunbartonshire
* Working in partnership to promote community transport at a local and national level
* Provide training and volunteering opportunities for the local communities we serve

From the range of transport solutions that CTG provides:

* 78,000 passengers make use of services annually
* 132,000 passenger journeys are carried out annually
* 70 local voluntary and community groups are members of CTG
* 950 local people are individual members who make use of the volunteer car scheme
* 75% are older adults aged over 65
* 15% are those with a mobility or disability
* 10% are young people

**Job Description**

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| **Job Title:** | Dispatch Operator |
| **Reports To:** | Booking and Scheduling Co-ordinator |
| **Salary:** | £15,500 per annum |
| **Hours:** | 36 hours per week, flexible working based on 7am to 7pm, Monday to Friday |
| **Contract Period:** | Initially until March 2020, extension will depend on funding |
| **Job Purpose:**  The Dispatch Operator will be part of a new innovative Transport Co-ordination Centre and will be responsible for taking calls and scheduling transport for passengers. They will be a key link between the passenger and service delivery. Scheduling journeys using a map based computerised booking system, recording registration details, handling enquiries of an individual or general nature, conveying information to the public and to transport operators providing transport solutions and clerical duties within the Co-ordination Centre | |

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| **Key Responsibilities:** | * Dispatch Operator will be responsible for receiving calls from passengers, scheduling bookings on transport services, preparing vehicle schedules and journey details and the transmission of data to transport operator(s) as required. * Record new passenger information on computer and update registrations systems. Record and update any manual records as required. * Ensure that all safety procedures are being followed in operations in conveyance of passengers. * Maintain effective liaison between the Co-ordination Centre and other CTG staff on transport operations. * Contact transport operators and/or passengers by telephone in the event of vehicle breakdown or when required to ensure service continuity. * Produce passenger information from computer records as and when required. * Produce and record on the computer operational and passenger incidents as directed. * Carry out clerical duties within the Co-ordination Centre as directed. * Undertake clerical duties within CTG, when required and when staffing levels permit. |

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| **General Duties:** | * CTG has a Health & Safety Policy, a copy of which is available in the Staff Handbook. Employees are expected to read this policy and take all necessary steps to comply. It is a condition of employment that the employee works safety, having regard to themselves and those around them. The employee must also comply with all CTG procedures and practices from time to time relating to health and safety matters. Any failure to do so may result in disciplinary action being taken against the Employee. * Employees will be expected to undertake any reasonable request. * Employees are expected to work collaboratively with colleagues and ensure effective teamwork. |

**Person Specification**

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| **Job Title:** | Dispatch Operator |

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| **Requirements** | **Essential** | **Desirable** |
| **Educational Attainment** |  | Good standard of education. |
| **Knowledge Required** |  | Familiarity with much of West of Scotland area |
| **Experience Required** | Deal with general public, particularly over telephone. | Worked in a Co-ordination Centre environment |
| **Skills and Aptitudes Required** | Experience of using computers including inputting into databases, Microsoft Work, Excel etc.  Good customer service experience | Ability to read Maps/Street plans. |
| **Personal Qualities Required** |  | Self-motivated, act on own initiative.  Ability to identify improvements to the service. |
| **Circumstances**   * **Working Unsociable Hours**      * **Driving Licence** * **Car Ownership** | Willingness to work hours required that meets service delivery and able to work any 5 days out of 7 if required. | No  No |

**How to Apply**

Please ensure you read the Job Description and Person Specification prior to completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You should send your completed Application Form and Equality Monitoring Form either by e-mail to [projectofficer@ctglasgow.org.uk](mailto:projectofficer@ctglasgow.org.uk) or by post marked Private and Confidential to:

Community Transport Glasgow

Annick Industrial Estate

Block 1, Unit 5

43 Sandilands Street

Glasgow

G32 0HT

You will receive confirmation that your application submission has been received when you submit your application form. When we begin to process your application, you will receive an email or telephone call from Community Transport Glasgow confirming receipt. If you have not received a confirmation within 3 working days from the closing date, please email [projectofficer@ctglasgow.org.uk](mailto:projectofficer@ctglasgow.org.uk)

Unfortunately, we may not be able to write to applicants who are not successfully shortlisted for interview due to the volume of applications. If you have not received an invitation for interview within 10 days of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

Community Transport Glasgow does not accept a CV, unless a CV has been specifically requested as part of the recruitment process.

**Dates to Note**

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| Closing date for Applications | 23 January 2019 |
| Shortlisting of Applicants | 25 January 2019 |
| Interviews | 31 January 2019 |