**Job Description and Person Specification**

**Service Manager, South West Community Transport**

**Job Role:** Service Manager, South West Community Transport

**Salary:** £36,400 pa with contributory pension (4% Employer/4% Employee)

**Full time:** 35 Hours (with possibility of some hybrid working)

**Location:** SWCT offices, 27 Brockburn Road, Pollok, Glasgow, G53 5BG

**Reports to:** Board Chair

For over 15 years, SWCT has played a vital role within the local communities that we serve. We offer safe, affordable, reliable and accessible transport options to constituted non-profit making organisations and third sector groups within the City of Glasgow area. In addition, our Patient Transport Service is increasingly becoming a lifeline to hundreds of patients unable to use public transport to access vital medical appointments.

Our Service Manager is the key point of contact for our organisation, both internally and externally, and this role will appeal to someone with excellent people skills. The role will also be suited to someone with the ability to manage their own and their teams’ workloads, prioritising effectively among competing deadlines. It also offers the new postholder excellent opportunity to bring in innovative ideas to grow both our SWCT minibus and patient transport services to support more people in our community.

**Role Purpose:**

* To manage the safe, efficient and effective delivery of SWCT’s Minibus and Patient Transport services
* To provide leadership to our team of Community Minibus Drivers and Administrator, focussed on the delivery of a high quality, caring and respectful service to all our passengers
* To ensure that our Volunteer Drivers are given proper guidance and training; and feel valued
* To act as the ongoing point of contact with a range of funders, nurturing positive relationships, and delivering timeous, high-quality reports as required
* To identify, seek and secure new opportunities for organisational funding

**Main Responsibilities**

**Minibus and Patient Transport Services**

* Overall operational responsibility for overseeing the safe, efficient and effective delivery of all aspects of SWCT’s services
* Ensure that all vehicles are roadworthy with all maintenance and other health and safety checks completed timeously, with appropriate records maintained
* Provide positive leadership, support and supervision to the paid drivers’ team, always ensuring delivery of an excellent standard of customer service. This includes recruiting, PVG checking, training and supervising of drivers
* Create and maintain positive customer relationships
* Promote the profile of SWCT, both locally and nationally, by building effective connections within the public, private and third sectors in Scotland

**Patient Transport Service**

* Overall responsibility for recruiting, PVG checking, training and supervising all volunteer drivers, ensuring they feel well supported and valued
* Ensure a consistently high level of customer service is delivered to every passenger

**Organisational Funding and Business Growth**

* Consulting with the Board, explore opportunities to grow the minibus and PTS service, and secure appropriate new sources of funding, through customer and funder engagement, marketing and sales activities
* Oversee the production of accurate service performance monitoring and statistical analysis reports to ensure information available timeously for funders’ reports, annual reports etc

**Board support**

* Work with the members of the Board in the development, implementation, review and maintenance of SWCT’s risk management matrix
* Manage statutory compliance with Health and Safety and other relevant legislation, conducting risk assessments, monitoring performance, and reviewing procedures
* Undertake any other duties falling within the nature of the post, in discussion with the Board
* Maintain regular contact with Board Chair and attend Board meetings

**Other responsibilities**

* Line manager for the Administrative Officer, providing ongoing support and training
* Ensure SWCT staff and volunteers are aware of, and following, the charity’s policies and procedures
* Oversee the effective and accurate operation of SWCT’s payment and other operational and reporting systems, including service booking
* Ensure SWCT remains GDPR compliant, acting as the Data Protection Officer
* Work with the Board to maintain SWCT compliance with all relevant legislation
* Liaise with external IT support providers as necessary
* Maintain HR and employment records, as required by law
* To attend any relevant training course

**PERSON SPECIFICATION**

**Essential**

* Proven commitment to equality and diversity
* Good general education and relevant professional experience
* Committed to building a first-class relational customer service
* Experience of managing a team
* Strong verbal and written communication skills
* At least 5 years of operations management experience
* Excellent organisational skills with the ability to multitask while keeping strong attention to detail
* Proficient in producing accurate reports of organisational performance and in working to targets, budgets, and deadlines
* Experience of writing successful funding applications
* Good knowledge of a range of computer packages (e.g. MS Word, Excel, PowerPoint, Outlook, and accounting software)

**Desirable**

* Knowledge of data protection legislationor a willingness to learn
* Facilities management experience
* Experience of managing volunteers
* Driving Licence

**Additional information**

* Appointment will be subject to satisfactory references and PVG check
* Final confirmation in role subject to satisfactory completion of 6-month probationary period

If you would like to have an informal chat about the role, please contact Christine Carlin [christine@southwestct.org.uk](mailto:christine@southwestct.org.uk) to arrange a suitable time.