



## **JOB DESCRIPTION**

**Job title:** yelabus Operations Manager

**Reporting to:** Trustee responsible for staff

**Hours:** 30 hours per week (including a daily core of 4 hrs Monday to Friday)

**Salary:** circa £21500 per year

### **Background**

yelabus is a charity all about transport for our community, we strive to provide excellent service for our community. Our service is defined, shaped and developed by the communities it serves, and is provided on a not for profit basis in direct response to the needs identified by the community.

We are based in Yateley and have a strong track record of delivering services across North East Hampshire, Berkshire and Surrey. We operate two specially adapted minibuses with tail lifts supported by volunteer and paid drivers.

### **Purpose of the role**

To be yelabus's enthusiastic first point of contact for users, hirers and potential clients. To manage the day-to-day operations of yelabus under the direction of the yelabus management committee. The Operations Manager will be an advocate for yelabus in the local community ensuring the charity's continued success and growth in revenue.

### **Main Responsibilities and Duties**

- 1 To have operational management responsibility for all employees and volunteers, ensuring daily schedules are maintained.
- 2 To act as the first point of contact for any issue associated with the operation of the buses including out of hours incidents.
- 3 To drive the minibus if required to maintain service levels or for vehicle maintenance.
- 4 Manage booking system and vehicle availability to ensure best use of resources.
- 5 To be responsible for allocating drivers' duties and organising cover for sickness and holidays.
- 6 Ensure clients receive the service booked and support needed in terms of driver and equipment resources
- 7 Managing and negotiating contracts as directed by the trustees.
- 8 Researching and developing new business opportunities.
- 9 Promote/market the use of yelabus community transport service.
- 10 To manage the cleaning, maintenance, servicing, and taxing of all vehicles in the fleet whilst maintaining excellent customer service levels. Ensure appropriate levels of record keeping, including vehicle logs, accident books and time sheets.
- 11 Through regular reviews and accompaniments with drivers ensure yelabus drivers provide excellent service and are fully up to date with current legislation. To take action if standards are not met.

- 12 Where necessary, to implement recruitment of contracted or volunteer drivers to meet the needs of yelabus clients.
- 13 To maintain a formal driver induction programme covering yelabus operational matters and form completion (vehicle logs, incident reports etc) and frequent in-service driver reviews.
- 14 To utilise journey logs and other information to complete spreadsheets on vehicle activity, fuel purchasing and driver hours (paid and volunteer) on a timely monthly basis. Maintain a “weekly grid” of regular bookings.
- 15 Raise invoices and ensure payment received, identify other receipts and all invoices received and provide to accountant with this information and hours to be paid on the payroll system.
- 16 To handle and bank any cash or cheques received.

### **Health & Safety**

- 1 Work within yelabus’ Health and Safety guidelines.
- 2 Ensure all driver daily checks, safety inspections, maintenance and MOTs are programmed and carried out as per procedures.
- 3 Ensure DBS checks, MIDAS training, First Aid training, Moving and Handling training (including wheelchair transport) and other relevant training programmes are provided.
- 4 Ensuring there is a regular review of driver training needs.

### **Other**

- 1 Provide written reports to the Board at least monthly, on possible opportunities, usage figures, incidents, etc
- 2 Work in a helpful, caring, confidential manner, within the aims, objectives and ethos of yelabus.
- 3 Be self - motivated and sensitive to the needs and wishes of the passengers/user groups, volunteers and colleagues.
- 4 Ensure that Equal Opportunities principles are put in action in all aspects of the service.
- 5 Ensure that the yelabus Safeguarding principles are understood and followed and incidents are reported.
- 6 To understand and apply all yelabus policies and procedures at all times in all areas of your employment.
- 7 To attend any relevant training to support continued professional development in line with organisational training policy and procedures.
- 8 Ensure that any equipment provided is kept secure and data is backed up.
- 9 Undertake any other reasonable duties, deemed appropriate by the Board commensurate with hours of work, skills, abilities and experience.

## Person Specification

Criteria	Key job requirements	Essential/ Desirable	Assessment Method
Qualifications	GSCE Level English and Mathematics (grade C or level 4 and above)	D	A, Q, I
	A suitable management or transport Qualification.	D	
Experience	Experience of Community Transport, vehicle and staff management.	D	A,I
	At least two years driving experience.	E	
	Experience of dealing with vulnerable members of society including older adults, young people and those with disabilities.	D	
	Experience of maintaining scheduling systems	D	
Knowledge and skills Proven Management experience.	Working with the voluntary community and charity sector.	D	A,I
	To have knowledge of transport operations, scheduling, vehicle maintenance.	D	
	Outstanding administrative skills	E	
	High level of competence in and ability to use computer applications such as document creation, spreadsheets etc.	E	
	Strong interpersonal, influencing, and negotiating skills.	E	
	Well organised, flexible approach and capable of meeting deadlines.	E	
	Ability to use time and resources effectively.	D	

	Can work independently and as part of a team.	E	
	Excellent written and verbal communication skills and portrays a positive image of the charity and team.	E	
	Understanding of social media as a method increasing awareness of yelabus	D	
Personal qualities	Conveys enthusiasm, sets high standards and leads by example.	E	A,I
	Has a flexible attitude to team roles and shares own knowledge, experience and skills to improve team performance.	E	
	Honest and fair in dealing with others Contributes ideas and suggestions to improve teamwork.	E	
	Seek opportunities to learn and develop new skills to improve personal performance and respond positively to feedback.	D	
	Adaptability and ability to work under pressure and to prioritise a workload.	E	
Other requirements	To be committed to the principles of equal opportunities and diversity.	E	A,I
	Prepared to adopt a flexible approach to working patterns and arrangements and to travel as necessary.	E	
	In possession of a full driving license and car driver	E	
	Willingness to drive the minibuses	E	