

Job Application Guidance: Operations Assistant

Thank you for your interest in the position of permanent, full-time role of Operations Assistant at Dorset Community Transport (DCT). This document provides you with the necessary guidance and information for completing the application for this role.

1 Job Description

1.1 Summary of job description

- DCT is recruiting a bright and competent individual, to take on an Operations Assistant role and support our Operations Team.
- Your duties will be varied and your input will have a direct impact on the on-going success of our transport services.
- This is a permanent position of 40 hours per week and the salary is £20,093.

1.2 Main duties

- Answering incoming telephone calls and dealing with enquiries and requests.
- Taking transport bookings and requests, and relaying all necessary information to drivers, passengers and colleagues.
- Maintaining a full awareness of all transport services operated from DCT's depot and providing support for each.
- Dealing with customers on the phone in a prompt and efficient manner.
- Issuing keys, paperwork and equipment as required.
- Maintaining all operational records to the relevant internal procedures and industry legal standards, including hard copy, computerised and archiving arrangements.
- Receipt, cash handling and checking of fares
- Maintaining a variety of database and spread-sheet records and reports.
- Allocation, ordering and updating inventory of company uniform.
- Undertaking general administrative tasks within the office, including photocopying, filing, distribution of internal mail, posting outgoing mail, stationery ordering.
- Assisting with letter and report writing as directed, including the taking of and preparation of meeting minutes.

1.3 Additional duties

In addition to the key duties listed in paragraph 1.2 above, the additional duties listed below will also have to be carried out.

- The Operations Assistant is expected to conform to Health and Safety requirements in respect of Health & Safety at Work Act and other relevant legislation at all times.
- The Operations Assistant is responsible for day-to-day health and safety issues such as wearing appropriate personal protective equipment (if appropriate) and ensuring that a duty of care is maintained to him/herself, passengers and colleagues.
- The Operations Assistant will attend relevant training courses including courses on transportation and safety of passengers.
- The Operations Assistant will be dealing with users, members, clients and members of the public, including older people, people with disabilities and vulnerable people.
- The Operations Assistant is expected to assist other staff in the development of projects, services and new customers.
- The Operations Assistant is expected to provide assistance to the team of Operations Controllers and managers as required.
- The Operations Assistant is expected to adhere to all ECT Charity policies and procedures.
- The Operations Assistant will undertake any other reasonable duties as required.

Please note that DCT reserves the right to modify this job description, but that any such amendments would be introduced only after consultation with the General Manager.

2 Person Specification

2.1 Essential qualities

It is essential that the candidate:

- has an ability to work effectively in a busy, fast-paced environment;
- has an interest in the social objectives of a not-for-profit, charitable organisation;
- has an ability to communicate effectively with people at all levels, backgrounds and circumstances, over the telephone, email and in person, in a patient and courteous manner;
- has ability to undertake route planning and map reading;

- has strong written and oral communication skills;
- is highly proficient in word processing, spreadsheet, email and other software packages including databases;
- shows flexibility and willingness to work both as part of a team and independently without supervision as occasion demands, including flexibility in hours worked and to undertake a diversity of tasks;
- has an ability to solve problems on own initiative when required;
- is reliable, conscientious, honest and punctual; and
- is committed to the success of DCT's passenger operations.

Please note that the items in the above list are not listed in any particular order.

2.2 Desirable qualities

It is desirable (but not essential) if the candidate has:

- Interest in transport and/or mobility issues;
- Experience of working with older or disabled people or people with mobility difficulties;
- Customer service experience;

Summary of terms of employment

1. Location.

You are required to work from DCT's office at 25E Sunrise Business Park, Blandford Forum.

2. Hours

- 2.1. Full-time basis, 40 hours per week, Monday to Friday.
- 2.2. Hours of work will normally be between 8.00am and 5.30pm with an hour off for lunch which is unpaid.
- 2.3. An earlier start or later finish may be required for operational reasons.
- 2.4. Excess hours will be given as time-off in lieu with prior agreement with your Line Manager.

3. Wages

- 3.1. The salary for this post is £20,093 per annum.
- 3.2. Paid monthly in arrears by direct credit transfer. The monthly salary is calculated on the basis of 12 equal months.

4. Probationary period

The appointment will be subject to a six month probationary period.

5. Notice

- 5.1. Employment is subject to one week's notice by either side during the probationary period.
- 5.2. Employment is subject to one month's notice by either side on completion of probationary period.

6. Holidays

Holiday entitlement amounts to a total of 20 days plus Bank Holidays. You may be required to take 3 days from your leave during the Christmas period. Leave must always be taken in conjunction with colleagues to ensure that adequate cover is available.

7. Pension

DCT will comply with the employer pension duties in respect of the Employee in accordance with (and as defined in) Part 1 of the Pensions Act 2008. A contracting-out certificate is not in force in respect of your appointment. The Employer offers NEST as the Workplace Pension scheme. Further details will be provided upon commencement of employment.

8. Sick pay

- 8.1. No entitlement to company sick leave will exist during the first twelve months of employment.
- 8.2. Thereafter there is no entitlement to company sick pay during the first 3 days of any period of sickness.
- 8.3. After 1 year of service, 5 days company sick pay will be available, after 2 years – 10 days, so on up to a max of 20 days after 4 years of service.

9. Uniform

- 9.1. Uniform is not required for this role, but would be provided for driving duties, if the need should arise.
- 9.2. High visibility vests and other personal protective equipment will be issued as appropriate.

10. Training

DCT offers training opportunities where they will enhance our work.