



JOB DESCRIPTION

Job Title	Operations Manager
Reports to:	General Manager
Salary:	£30k -32k dependant on experience
Hours of work:	40 hours per week
Job Purpose:	<p>To ensure CTLA delivers an efficient cost effective community transport service in keeping with the company’s aims and objectives. To be a positive leader and a role model for all employees and volunteers. To ensure the company fleet of motor vehicles are maintained and managed in accordance with company and legislative requirements. To deploy vehicles and staff as necessary to deliver first class service in accordance with agreed obligations. To support the General Manager as required delivering company goals.</p> <p>You will have a D1 license and be ready to assist, when required to transport CTLA’s clients to and from their destinations.</p>

Main Duties & Responsibilities:

<p>Vehicles:</p> <ul style="list-style-type: none"> • Ensure the Company operates in accordance with operating permits and follows legislation currently in force. • Monitor compliance with legislation and compliance issues taking remedial action if required. • Ensure that vehicles are regularly inspected and that repairs, servicing and MOT’s are carried out with the appropriate records kept. • Ensure pre-driving vehicle checks are carried out and records maintained. • To keep up to date on any changes in legislation and implement changes required. • To make recommendations to ensure a vehicle replacement strategy is in place. • Oversee and manage procedures for reporting vehicle faults and dealing with resolutions if issues. • Be the primary point of contact for dealing with vehicle breakdowns and issues arising therefrom. • Create and maintain schedules for deploying vehicles to appropriate booked work. • Deal with all issues relating to accidents and incidents including receiving reports notifying other parties as necessary and liaising with Insurers. <p>Staff:</p> <ul style="list-style-type: none"> • Ensure all operation staff carry out all work in compliance with legal requirements, e.g. driver’s hour requirements, work time directives, fitness to drive and licencing. Regular monitoring will be required.
--



CTLA
TRANSPORT FOR YOUR COMMUNITY

- Ensure all operational staff complies with policies relating to 'Safeguarding of Children and Venerable Adults'.
- Create and maintain schedules for deploying staff to appropriate booked work.
- Ensure staff and volunteers are fully aware of work allocated to them.
- Be the primary point of contact for arranging cover for operational absence.
- Manage holiday entitlements and procedures.
- Liaise with the HR Manager to recruit staff to meet operational needs.
- Work with the HR Manager to ensure necessary pre-employment checks are carried out and any issues resolved.
- Ensure appropriate induction and ongoing training needs are identified and met and that records are kept up to date.
- Carry out annual appraisals for drivers and passenger assistants.
- Ensure volunteer drivers and passenger assistants are provided with full support and information similar to paid staff.
- Where required, implement disciplinary procedures in accordance with company procedures.
- Be the primary point of contact for receiving and dealing with matters raised by staff on operational needs.
- To manage and support the operational need for an 'on-call' service outside of normal office hours and to ensure cover is provided for answering the drivers out of hour's mobile telephone support line and provide resolution of operational issues.
- With the support of the HR Manager manage the process for staff leaving, conducting exit interviews as required and report to management and others on any issues needing attention.

Financial:

- Provide accurate information to the Finance Officer to ensure timely wage payments.
- Resolve with the Finance Officer staff complaints regarding wage payments.
- Oversee the pricing of group bookings.
- Assist with tendering for new or replacement regular contracts.
- Provide accurate information to enable statistical records to be prepared and reported.
- Assist with preparation and submission of grant applications.
- Be aware of and provide personal support for fundraising activities and by acting as a role model and Team Leader to encourage all staff to be involved in these activities.
- Assist with marketing activities, including promotion and awareness events.

Customer Liaison:

- Investigate and resolve any complaints relating to operational issues.
- Maintain complaints log and provide management information as required.
- Receive and seek customer compliments and ensure these are passed on for appropriate publicity and staff encouragement.

General:

- Promote positive image of CTLA, its services and community benefit.



CTLA

TRANSPORT FOR YOUR COMMUNITY

- Maintain effective working relationships with all CTLA staff (including those not directly line managed), Trustees and volunteers.
- Manage effective and positive relationships with all suppliers of services to CTLA.
- Manage effective and positive relationships with all suppliers of services to CTLA.
- Have excellent working relationship with clients, including individual service users, group booking parties, local authorities and other organisations that support and use CTLA services.
- Be prepared to attend meetings of CTLA Trustee Board to broaden knowledge of the charities strategic aims.
- Any other duties as agreed with Line Manager.

Professional Development :

- To work towards a satisfactory or higher level of success rate against the KPI's set for the year.
- Keep mandatory training in date as part of a rolling in house training program.
- To be prepared to develop further training and knowledge beyond the basic requirements of the position.
- Ensure clear job description based objectives and measures are in place.
- Develop a spirit and culture that creates a great place to work for all.



CTLA

TRANSPORT FOR YOUR COMMUNITY

PERSON SPECIFICATION

All attributes deemed essential unless otherwise stated

Qualifications, Knowledge and Experience	Degree/Diploma or similar qualification in Operations Management.
	Previous Management experience.
	A sound knowledge of the Charity sector and community transport.
	Proficient in Excel, Word and Outlook.
Skills and Abilities	Ability to organise and plan own work.
	Ability to problem solve.
	Excellent communication skills both written and verbal.
	A high degree of accuracy.
	Be able to work constructively as part of a team, understanding the role and the responsibilities of your own position within the team.
	Accept and manage responsibility.
Qualities	An approachable personality with an ability to liaise with a wide range of people.
	Flexible - able to work as part of a wider team.
	Good decision maker.
	Honesty and integrity.