

Senior Admin Assistant

Salary: £14.50 per hour.

Working Hours: Part time. 28 hrs a week, Tuesday - Friday. 8.30 - 4.30pm. Some flexibility will be required at times to cover staff holiday.

Line Manager: Business and Community Manager

Work Location: NDCT Nailsea, North Somerset

The aim of Nailsea and District Community Transport is to improve the quality of life for those in our community who would otherwise be isolated and provide opportunities for like-minded members of the community to come together to find friendship and company.

The team comprises of approximately 8 drivers, 2 Passenger Assistants, 5 office staff and around 20 volunteers operating 10 minibuses and 2 cars.

We are a not-for-profit organisation. All funds are used to provide a subsidised fully accessible minibus door-to-door service for passengers who are older, frail vulnerable or have disability that makes public transport difficult or impossible.

We have approx. 500 members across the northern half of North Somerset and are a lifeline to residents in this community who would otherwise be isolated. Those services include local shopping trips, transport for health care and day trips out to various locations, including the coast, garden centres, pubs, and restaurants.

The Opportunity:

The Senior Administration Assistant will support the day -to- day running of the organisation. As part of a team, you will be responsible for administration activities relating to Community Transport services and will liaise with our members, drivers, volunteers, including trustees, and other staff members. We are a small team so flexibility is required and from time to time you may be asked to cover other tasks deemed necessary to the Organisation. This position report directly to the Business and Community Manager.

The Core responsibilities broadly include:

General

- General office administration to ensure the day-to-day business of the organisation.
- Carry out start of day and end of day procedures as and when required.
- Maintain booking database for shopping, dial a Rides, Trips, Hires and driver training and ensure jobs are covered.
- Provide support to execute the Marketing strategy.
- Receive training on the use of the database (Community Transport) to manage, organise and track client bookings and data relevant to the business of the organisation.

Administration and client bookings

- Handle incoming telephone queries and bookings via phone, email & post.
- Update and maintain accurate client records on all systems.
- Provide quotations for new business.

- Plan day trips – booking destinations, taking bookings, route planning and managing pickups.
- Provide cover for other team members where required.
- Using a Community Transport database, input bookings and relevant data to produce daily driver schedules for paid and volunteer drivers.
- Calculate pick up routes and times as necessary.
- Advise members on pick up times.
- Identify paid and volunteer drivers to carry out transport requests.
- Process daily job sheets and driver mileage.
- Process client memberships and renewals.
- Prepare and issue new customer packs.
- Maintain an awareness of data protection and confidentiality at all times.
- Process driver mileage for BSOG reports.

Marketing support

- Provide support for the Business Manager to maintain social media platforms.
- Produce documents to support Business Manager as needed.

Finance

- Handle payment transactions and process online and telephone payments.
- Issue refunds.
- Process Sum Up entries (card payments).
- Record fuel receipts.
- Assist with extracting data for BSOG (fuel rebate) reports.

Teamwork is essential to the smooth running of the organisation and all members of staff are required to play an active part to ensure that service provision and good practice are met.

Staff are expected to comply with all organisational policies and procedures and co-operate to ensure that NDCT meets the requirements of contracts and funding arrangements.

This broadly covers the main duties of the post when it was drawn up. These may vary from time to time without changing the general character of the post or the level of responsibility. It is expected therefore that the post holder will undertake any other duties commensurate with the grading of the post and allocated through line management.

Person Specification:

Essential skills

- Excellent written and verbal communication skills with a professional and caring attitude towards service users and other team members.
- Experienced in a customer facing role with good telephone skills.
- Experienced in using Microsoft office software, Word, Excel, Outlook and databases.
- An understanding of office administration systems and preferably experience in a busy office environment.
- Experience using social media as a marketing tool.
- A team worker, able to work unsupervised from time to time.

- Ability to manage own workloads on a daily basis to ensure tasks are completed by the end of the shift.
- Ability to multitask during busy periods.
- Experience of data inputting.
- An understanding of Health & Safety, Data Protection and organisational policies and procedures.
- An understanding and empathetic attitude towards the needs of people with mobility, sensory and cognitive difficulties.

Desirable skills

- Experience of taking transport related bookings
- Experience of working with volunteers
- Experience of using Sum Up to take telephone payments.
- Knowledge of the local area – route planning

To Apply

To apply please send your CV and cover letter to kate@ndct.co.uk

Any questions call Kate on 01275 855552