

Bristol Community Transport - Part of the HCT Group

JOB DESCRIPTION

POST

Interim Community Transport Manager

HOURS

Full time 6 month fixed term contract

SALARY

£28-32k per annum depending on experience

RESPONSIBLE TO

Director of Community Transport

AIMS OF POST Working with the Board of BCT, the HCT corporate team and other stakeholders the post holder will support existing operations, staff and commitments of Bristol Community Transport, design and manage the implementation of a revised staffing structure, operational systems and other requirements and ongoing commitments of the company.

Main expected areas of responsibility - the post holder will work with the staff, volunteers, Board, clients and other stakeholders etc. to achieve the following:

1) Health & Safety

- a) Actively contribute to maintaining a safe and healthy environment for all staff, customers and visitors.

2) Staffing Structure:

- a) To manage the implementation of a revised organisational structure:
 - i) With the support of HR, ensure compliance to statutory requirements.
 - ii) Engage and motivate team to ensure continuity of service through the process.
 - iii) Advertise and Recruit into vacant roles.

3) System Implementation

- a) Liaising with suppliers and Head of Innovation, plan the implementation of the new booking software:
 - i) Manage and oversee the roll out of the booking system, including appointing system champions, arranging training and ensuring accurate transfer of data.
 - ii) Help identify, record and report other system issues and design improvement and mitigation measures.

4) Service Delivery continuity & improvement

- a) With the aid of available personnel and systems, ensure continuity and quality of service delivery.
- b) Develop and maintain a motivated and positive culture.
- c) Analyse service efficiency and provide plans for improvement where appropriate.

5) Staff Integration

- 6) Plan and roll out a change management process to integrate the staff teams, through positive culture, buy-in, engagement, and utilisation of new systems and processes.

7) Business Administration management

- a) Analysis of current and future system availability and assist in the planning of future business administration to support business performance improvement, including:
 - i) Reporting
 - ii) Information gathering
 - iii) Data and service analysis

Other duties suitable for the post as required

Person Specification

Essential:

- 1) Experience of leadership role and administrative practices in a busy, customer focussed, operational environment.
- 2) Experience in project and/or change management.
- 3) Experience of successful working with Board, multiple stakeholders and leading within corporate environment.
- 4) Record of success in change management.
- 5) Experience of implementing, adapting and supporting the design of new systems.
- 6) Key people leadership skills e.g. coaching, team building.
- 7) Effective communication across multiple department and businesses.
- 8) Proficient in the use of Microsoft Office applications.

Desirable:

- 1) Experience of transport/logistics or similar busy, customer focussed operational environments.
- 2) Experience in leading customer services teams.