**JOB DESCRIPTION**

 **TRANSPORT ORGANISER/ADMIN ASSISTANT**

**HOURS:** Your normal hours of work are 12 hours per week from:

Tuesday, Thursday and Friday 12 noon – 4pm - with flexibility to cover for other colleagues and to suit needs of the charity.

**Temporary contract – 6 months (renewable)**

**SALARY:** £8.78 per hour

**LOCATION:** SBIC, Third Floor, Broadstone Mill, Reddish, SK5 7DL

The job involves handling phone enquiries, receiving fax and e-mail referrals from health, education and social care professionals (such as Health Visitors), arranging trips with our bank of volunteer drivers, confirming arrangements with referrers and families and keeping accurate records. You will be required to support the Office Manager and Funding & Communications Manager with administrative duties, as needed.

The policy for the scheme will be set and agreed by the Trustees within the approved Constitution. The Transport Organiser/Admin Assistant will be ultimately accountable to the Trustees with support from the Office Manager and Funding & Communications Manager.

The successful applicant is required to have a DBS check carried out.

**The job will include:**

**Daily:**

* + - Answering calls and handling telephone enquiries, takingreferrals by fax and e-mail and from the charity website from health visitors, social workers, other health professionals and very occasionally families who are known to us.
		- Make telephone calls to volunteer drivers to arrange the trips.
		- Confirm arrangements with the referring agency.
		- Deal with changes, cancellations and ‘wasted’ trips (where a driver turns up and no one is there to be collected) by good communication and record keeping.
		- Keep records of all trips, using the office diary, word processing, database & spreadsheet applications. (Mainly using MS Access and Outlook)
		- Keep records of addresses, referring agencies & clients, using office contacts, database & spreadsheet applications, updating regularly always using a professional approach.
		- Maintain message/action book to ensure good internal communication.
		- Ensure answer-phone messages are dealt with in a timely fashion and take messages for others where appropriate.
		- Contacting clients the day before by telephone to remind them of transport booked.
		- To undertake the appropriate training in Data Protection and First Aid.
		- To comply with our Safeguarding & Data Protection Policies.
		- Increasing the charity’s social media presence

**Monthly:**

* Maintain own accurate record of hours worked for monthly timesheet.
* From time to time, the Transport Organiser will be required to perform other reasonable administrative duties as directed by the Executive Committee and the Office Manager and Funding & Communications Manager.
* The Transport Organiser/Admin Assistant is expected to attend the Annual General Meeting and Volunteers Christmas Party.