

## **JOB DESCRIPTION**

- Job Title:** OPERATIONS MANAGER
- Reporting to:** Chief Executive Officer (CEO)
- Reports from:** Scheduler(s), Drivers, Passenger Assistants, Shopmobility Assistants, covering both paid staff and volunteers
- Purpose of Job:** The Operations Manager is responsible for the successful day-to-day operation of People to Places under the supervision of the CEO.
- Location:** This role is a multi-site role based in the People to Places main office and the Shopmobility units in Windsor and in Maidenhead.

### **Key Responsibilities:**

- Form part of the senior management of P2P
- Take responsibility for operational delivery including staff, volunteers and resources
- Organise and supervise necessary checks on the suitability of operational personnel on their commencement and on an on-going basis
- Organise and supervise on-going maintenance and repairs of all mobility equipment
- Contribute to operational procedures including scheduling as required

### **1. Management Team**

Contribute to the overall organisational management of People to Places.

- 1.1 Arrange and chair regular operational mobility staff meetings
- 1.2 Ensure that an appropriate and timely response is taken to any safeguarding and/or Health & Safety accidents/incidents and near miss-events and report such concerns to the RBWM, insurers and CEO as appropriate. Ensure that any appropriate incidents are reported to RIDDOR within the correct timescales. See RIDDOR procedures
- 1.3 Pro-actively manage people and resources to ensure the well-being of our people, service users and the public
- 1.4 Oversee vehicle maintenance and recording to ensure compliance with relevant legal requirements
- 1.5 Initial response to complaints from our people, service users, partners
- 1.6 Responsible for operational staff appraisals
- 1.7 Contribute to Operations Committee/Board of Trustee meetings if required
- 1.8 Respond positively to developments arising
- 1.9 Take responsibility for risk management within the sphere of operational activities.

## **2. Operational Delivery**

Take responsibility for the operational delivery of the Community Transport and Shopmobility services within agreed financial boundaries.

- 2.1 Undertake operational staff recruitment, supervise and manage following P2P policies.
- 2.2 Monitor, plan to mitigate and respond to circumstances out of our control, i.e. road works, adverse weather, sickness, breakdown, etc.
- 2.3 Maintain holiday planning and staffing rotas in conjunction with HR and Finance.
- 2.4 Undertake appropriate remedial actions where operational performance falls below planned organisational levels
- 2.5 Resources Management with direct responsibility for:
  - working with the Scheduler, minibus maintenance, including cleaning
  - working with Shopmobility Assistants, mobility equipment maintenance supervision
- 2.6 Contribute to scheduling, office administration and ShopMobility services as required including the provision of holiday cover.
- 2.7 Liaise with staff and volunteers regarding developing the trips and rambles programmes
- 2.8 Oversee the Scheduler in responding to new trip enquires from individuals, groups and partners
- 2.9 Share the provision of out of hours escalation support for our people, covering vehicle, fire and burglar alarms issues
- 2.10 Oversight of training delivery to operational staff and volunteers, including MiDAS training, safeguarding, role related development
- 2.11 Develop and maintain relationship and communications with suppliers

## **3. Organise Appropriate Checks and Permissions for Operational Staff**

- 3.1 Oversee the collation of all necessary personal checks, specifically:
  - DBS, as appropriate and necessary
  - Annual driving licence
  - MiDAS certificate
  - PATS certificate
  - Home-to-School badge
  - As necessary, CPC Driver compliance
  - Any other necessary checks that may arise for operational purposes

## **4. Contribute to Other Activities of the charity**

- 4.1 Support the promotion of the organisation and its vision at any opportunity as appropriate
- 4.2 Support the safe operation of the organisation by pro-actively responding to any situation that may cause concern and to report such concerns to the CEO as necessary
- 4.3 Undertake any other tasks commensurate with the position and level of authority within People to Places as directed by the CEO or any Director

Date: 15 March 2019

# PERSON SPECIFICATION

**Job Title: OPERATIONS MANAGER**

	ESSENTIAL	DESIRABLE
<b>Education</b>	Good O Level/ GCSE standard of education	
	Willing to undertake relevant training in furtherance of the development of the organisation	
<b>Work Experience</b>	Highly competent planning and organisation skills	Experience of transport co-ordination/ scheduling
	Some management experience	Customer service/ liaison experience
<b>Personal Qualities</b>	Good customer relations skills	Empathy with service users, their families and carers
	Able to prioritise workloads and respond to competing demands for resources	
	Competent user of IT systems	
	Good written and verbal communication skills	
	Team player	
	Willing to embrace systems change where necessary	
	Commitment to equal opportunities	
<b>Circumstances</b>	Prepared to respond in emergencies or out of normal hours	
	Flexible in approach to hours worked	
	A full enhanced DBS check must be satisfactorily completed prior to an appointment being confirmed	
	Full, clean Driving License	Full, clean Driving License with a D1 Category entitlement
	Hold a MiDAS driving certificate, full training can be provided as necessary	
	Be eligible for a Home-to-School Transport badge from RBWM.	

Date: 21 May 2019