

GO NORTH DEVON LTD

JOB DESCRIPTION FORM

IDENTIFYING FACTS

Title of Post: Service Co-ordinator.

Responsible to: The Manager.

Date: August 2018.

Term: Permanent.

Hours: 33.75 per week.
9.00am to 4.15pm Monday & Friday (including a 30 minute unpaid break).

Hourly Rate: £8.50

Annual Leave: 28 Days including Bank Holidays.

JOB PURPOSE

To assist the Manager and Co-ordinator in all duties associated with the day to day running of the organisation.

Major Tasks

1. Administrative Duties
2. Publicity and promotion.
3. General

JOB ACTIVITIES

Administrative Duties

- 1.1 To accurately take bookings from clients and carers.
- 1.2 To maintain the computerised booking system (and database) that will allow for future growth of the organisation and the monitoring requirements of our funders.
- 1.3 To ensure passenger eligibility criteria is met to ensure we operate within the current legislation.
- 1.4 To assist in the research, planning, scheduling and promotion of new timetables ensuring up to date, appropriate and accurate information is available for clients to make informed choices about their travel.
- 1.5 To assist in the liaison of drivers and volunteers to ensure all services run smoothly.
- 1.6 To assist with the accurate collection of statistical information for monitoring purposes.
- 1.7 To assist with reception duties.
- 1.8 To greet, assist and train Shopmobility clients in the safe and effective use of mobility equipment. Ensure the cleanliness of mobility equipment is maintained to a high standard.
- 1.9 To help maintain accurate maintenance, service and safety inspection records of all Shopmobility equipment and when necessary other vehicles operated by GND. To ensure the cleanliness of all mobility equipment is maintained to a high standard.

Publicity and Promotion

- 2.1 To help raise Go North Devon's profile within the locality whilst protecting its corporate identity in order to establish and maintain goodwill and understanding and develop relations between the organisation and the public.
- 2.2 To assist with the planning, writing and compilation of updates, news, articles, client case studies and general organisational promotion of services through various media.
- 2.3 To help maintain our portfolio of photographs for publicity and promotion.
- 2.4 To help organise events including open days, volunteer recruitment and fundraising events, some of which may be outside core working hours and away from the main office.
- 2.5 To help maintain and update information on the organisations website.
- 2.6 To assist with our engagement with users on social media sites such as Twitter and Facebook.

General

- 3.1 Such other duties which do not change the nature of the post, as may be determined by the GND Management Board in response to developments and need.
- 3.2 Not to act in any way or give misleading information that brings any of the GND schemes, its users or contributors into disrepute.

PERSON SPECIFICATION / Service Co-ordinator

NECESSARY	DESIRABLE
<ul style="list-style-type: none">• Excellent written and verbal communication skills.• Strong emotional intelligence and interpersonal skills.• Confident, outgoing personality with excellent customer care skills.• Strong IT and administrative skills.• Attention to detail and to work accurately under pressure and to deadlines.• Methodical, flexible and self-motivated.• Good organisational and planning skills.• Good creative skills.• Ability to work as part of team.• Knowledge and experience of promotion through various media.• The ability to work on multiple projects at one time.• The ability and confidence to deal with difficult situations.	<ul style="list-style-type: none">• Understanding of transport and mobility problems and the effect they have on everyday lives.• An appreciation of the voluntary sector.• Good geographical knowledge of the area.