

BASIC: Brain & Spinal Injury Centre

Centre Supervisor: Travel Supervisor

Our Charity, the Brain & Spinal Injury Centre is located on Eccles New Road, Salford and assists with the recovery and rehabilitation of our beneficiaries.

We are focused on removing the barriers to recovery and have recently established our own travel service for our beneficiaries.

We are searching for a committed individual to take responsibility for co-ordinating and delivering our beneficiaries travel requirements.

A full driving licence with a minimum of two years driving experience is essential as well as caring and professional nature. Training will be provided in driving and operating our specialist vehicles. You will initially be the main driver for the service and will help to recruit, train and manage a small team of volunteer drivers.

In return we offer a real opportunity to make a difference as a valued member of our team, developing your skills whilst working for our fabulous charity within our friendly local community setting.

Terms & Conditions of Service

Salary: £11 Per Hour (BASIC are proud to be an accredited Real Living Wage Employer)

Hours per week: 28-35 Hours per week. Typically 09:30-16:30hrs Mon-Fri (although some flexibility may be required).

Holiday entitlement: 23 days plus public holidays

Main place of work: BASIC, 544 Eccles New Road, Salford, M55AP.

Appointment will be subject to pre-employment DBS check and satisfactory completion of a probationary period.

Pension: BASIC operates the NEST Pension scheme that all staff employed for three months or more are eligible to join

How to apply:

Please send your CV with a covering letter outlining your suitability for the role to recruitment@basiccharity.org.uk or by post marked Private & Confidential to 'The CEO, BASIC, 544 Eccles New Road, Salford, M55AP'.

The post will close once a suitable candidate has been appointed.

JOB DESCRIPTION:

Job title: Centre Supervisor: Travel Supervisor

Responsible to: Operations Manager

Responsible for: Volunteers

Principal Function:

The post-holder will be responsible for ensuring the delivery of high standards of safety, comfort, cleanliness and service associated with our travel service. They will also bring enthusiasm to the role and will deliver an offer that reflects and supports the BASIC brand.

To supervise the day-to-day operation of BASIC's beneficiary travel service.

To plan and operate the safe transportation of beneficiaries on their journeys to and from the centre.

To train and supervise volunteers in these areas of work.

Main Duties and Responsibilities:

- To ensure operations (opening, closing, service and security) are operated in line with procedures and any other written and verbal communications.
- To ensure high standards of safety, care and customer service at all times and to be an exemplar for the team in excellent customer service delivery.
- To ensure a record of each journey in line with operational procedures and any other written and verbal communications.
- To ensure volunteers are inducted and trained in their role and to assist in the engagement, appreciation and development of volunteers.
- To supervise volunteers in their duties ensuring operating procedures are followed.
- To compile weekly rotas for volunteers, ensuring the effective use of resources.
- To ensure a safe and secure working environment is maintained for all employees, volunteers and beneficiaries by ensuring adherence to relevant Health and Safety legislation and procedures.
- To ensure all due diligence paperwork is correctly maintained.
- To maintain vehicle cleanliness and safety and condition checks as per schedule.
- To ensure all areas associated with supplies and consumables are kept in a safe clean and tidy condition and that the appropriate documentation is maintained.
- Any other centre duties and responsibilities such as may be reasonably required within the level of the post.

PERSON SPECIFICATION:

Essential:

- A full clean standard driving licence held for at least two years
- Experience of driving with passengers
- Excellent customer service skills and ability to lead by example
- Ability to maintain high standards of safety and service while working under pressure
- Ability to maintain records and relevant paperwork
- Ability to assist in the training and development of assistants and volunteers
- Understand and support the vision and ethos of BASIC
- Ability to work independently as well as part of a team

Desirable:

- Experience of a care environment and assisting those with limited mobility
- Experience of manual handling
- Experience of passenger transportation
- A keen interest in vehicles, particularly electric vehicles
- Knowledge of basic vehicle maintenance
- Experience of supervising staff/volunteers and of leading and motivating a team
- General computer literacy (Microsoft Office: Word, Excel, Outlook etc)