JOB DESCRIPTION

Transport Coordination Centre Operator

Responsible to: Assistant Head of Community Transport

Liaise with: Customers, their nominated representatives, Internal staff, Local Authorities, External Agencies, contracted transport providers.

Hours of Work: Fixed Term Contract until 31 March 2017
17.5 hours per week, with flexibility to cover annual leave and sickness (This role can be combined with the CTU Administrator role, making this one full-time position)

Hours of work are between 8.30am – 5.30pm Monday to Friday

Salary: Competitive

INTRODUCTION

HCT Group provides a range of user-led passenger transport services for a diverse range of people, including older people, people with disabilities and other vulnerable members of the community.

The Transport Coordination Centre (TCC) is the first port of call for customer enquiries and bookings relating to the Capital Call, ScootAbility and YourCar services. All of these transport services have been designed specifically for individuals that find it difficult or impossible to use mainstream public transport. Therefore, it is important that the TCC has a strong customer focus, which includes helpful, patient, knowledgeable and courteous staff to assist people with their transport bookings and enquiries for the following services:

- **Capital Call**: A service that enables people with an impairment to travel in minicabs at a subsidised cost. The service operates across a number of designated London Boroughs and is provided by external contractors and booked through the TCC.

- **ScootAbility**: A mobility scooter and powered wheelchair delivery and collection service. ScootAbility operates in the London Boroughs of Camden and Islington.

- **YourCar**: A pre-booked door to door transport service for individual users with disabilities that operates in Hackney, Haringey, Islington and beyond.
MAIN PURPOSE OF THE JOB

The role will be to arrange transport bookings made by users of the above service using the designated transport booking software package and to deal with all enquiries that come through the TCC to a high standard in order to meet agreed performance targets.

MAIN DUTIES AND RESPONSIBILITIES

Transport Requests and bookings

- To arrange transport bookings for the above services by service users, their representatives and external agencies as requested using the appropriate computerised booking system in the correct way.

- To provide information and answer queries relating to all services provided by HCT Group and the Transport Coordination Centre.

- Log and deal with all calls, including bookings, complaints and user feedback in accordance with the procedures in place.

- Liaise with external contractors to ensure transport requests are scheduled correctly and met effectively and efficiently.

- Feedback any issues to the Transport Coordination Centre Manager or the Contracts Compliance Manager.

Equality & Diversity

- To understand, adhere to and positively promote HCT’s Equal Opportunities policies and procedures at all times.

- To keep abreast of equality and diversity issues and implement best-practice developments as and when required.

Quality & Performance

- To provide a high quality service that meets the needs and requirements of individuals using the service at all times.

- Deal with all enquiries and correspondence from all stakeholders and interested parties promptly, professionally and in accordance with company policy.

- To carry out all administrative functions relating to membership of HCT Group and related services.
• To liaise with users, user groups, carers and external agencies to ensure that everyone associated with a transport booking is fully informed of their transport arrangements and of any changes or delays in the provision.

• To ensure all records, electronic and hard copies, of users, user groups and relevant stakeholder contacts are fully up to date at all times.

• To carry out quality monitoring information by telephone and record feedback in line with procedures.

General

• To answer and deal with general enquiries that come through to the TCC

• To attend team meetings and individual performance reviews as required.

• To maintain effective, professional working relationships with all stakeholders and colleagues.

• To comply with the statutory provision of the Data Protection Act 1999 especially all confidentiality clauses relating to electronic and hard copy records.

• To participate in training courses relevant to the service as and when required.

• To adhere to all HCT Group policies and procedures at all times.

• To periodically take calls for other services as/when requested on a temporary basis to provide cover.

• To undertake any other reasonable task requested by a senior member of HCT Group, Transport Coordination Centre and CT Plus Ltd staff.
Transport Coordination Centre Operator

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Demonstrate an understanding of equal opportunities and have the ability to adhere to and promote HCT Group’s Equal Opportunities Policy

2. Excellent communication skills, together with a professional, caring and helpful attitude that reflects the overall culture of a charitable community transport operation.

3. A good understanding of the needs of users with mobility, sensory, emotional and/or behavioural difficulties and the ability to deal with customers empathically.

4. A good understanding and awareness of the importance of confidentiality and discretion when dealing with users.

5. Good computer skills and experience in using Microsoft Office, together with an understanding of database systems used to record and manage large quantities of data.

6. A good understanding of office administration systems and the ability to work accurately to these systems in a pressurised environment.

7. Experienced team worker, who is flexible and available to work shift patterns.

8. Ability to manage time on a daily basis to ensure tasks are completed prior to the end of a shift.

9. Experienced in dealing with the general public, ideally through a customer relations role or another similar customer focused position.

Desirable Requirements

1. An understanding of the services provided by community transport organisations

2. Ability to speak a language spoken by a minority community in Hackney.