

# JOB DESCRIPTION

# Job Title : Despatch Assistant

Responsible To : Despatch Manager

Location/duration : Head Office (Belfast)

Salary : £21,621.60 (Band 2) (pro rata if part time)

Hours : 21 hours per week

**Main Purpose of the Job:** The Despatch Assistant will work as part of a small team of staff to help in dealing with passenger booking requests.

**Reporting Arrangements:** The Despatch Assistant will report to the Despatch Manager

Key duties and responsibilities: Major responsibilities of the post-holder will include the following:

1 To register and confirm passenger requests by ensuring all data is accurately recorded on the computerised booking system.

2 To transfer DATS members calls to the relevant Rural Transport operator.

3 To ensure that all passenger comments and complaints are recorded and passed on to the Despatch Manager on duty.

4 To assist in the training of other Despatch Assistants as and when required.

5 To provide an escort service on Disability Action’s vehicles as and when required.

6 To assist with general administration tasks as and when required; for example sending out membership application forms, mail, reception, typing, statistics, report writing, etc,

7 To work to agreed quality standards.

8 Undertaking any other duties as may be required from time to time by Disability Action in line with the status of the post.

*NB: - The organisation reserves the right to vary these terms and conditions of employment at its discretion in circumstances where such variation is in the interests of improving the efficiency of the organisation's business. The organisation also reserves the right to review, revise, amend or replace policies / procedures from time to time reflecting the changing needs of the business.*



**PERSONNEL SPECIFICATION**

This personnel specification indicates the essential and desirable qualifications, experience, skills, abilities, knowledge, values and/or attitudes that you require to carry out the duties of this post. When completing your application form it is therefore important to indicate how you meet each of the criteria listed below by providing **detailed specific examples, including dates that relate to your academic, professional, voluntary or personal life**.

Within its values Disability Action recognises that certain individuals with disabilities may not have had the opportunity to achieve certain qualifications, or may be unable to meet some criteria. If you feel that you, as a person with a disability, have experienced these barriers we would encourage you to tell us about it and to tell how your other skills and attributes prepare you for this post. This will help us to make any necessary reasonable adjustments and / or positive action measures to the recruitment process.

((a) Essential Requirements

1 Relevant computer experience that includes word processing, spreadsheets and databases (preferably experience using a computerised booking system).

2 Experience of using a small switchboard.

3 Experience of dealing with the public (preferably the elderly and disabled people).

4 The ability to work to deadlines while under pressure.

5 The ability to communicate verbally in a confident, patient and helpful manner, and in writing.

6 The ability to work on own initiative as well as part of a team.

7 Knowledge and understanding of the needs, particularly the transport needs, of disabled people.

8 An understanding of and commitment to the values of Disability Action.

(b) Desirable Requirements

9 Relevant experience in a transport setting.

*NB: -* ***Criteria based selection*** *is used as a means of ensuring that the best candidate is selected on the basis of their ability to do the job required. This method of selection requires individuals to demonstrate their knowledge, skills or competence through completion of an application form and, if shortlisted, by attendance at a structured interview.*

*Criteria based selection tests applicants against a set of criteria, which have been drawn up and agreed as being necessary for a specific post. The criterion details the knowledge, skills and competences that an individual will need to possess to be effective.*

*The ‘****Personnel Specification’*** *details the criteria for the post. The* ***essential criteria*** *reflect what an applicant must possess in order to apply. Essential Criteria may thus be regarded as ‘eligibility’ criteria. Individuals must demonstrate that they satisfy all of these criteria fully in order to be shortlisted.*

*The* ***desirable criteria*** *reflect that which would be advantageous for the successful applicant to possess. If the eligible field of applicants remains too large after the initial ‘eligibility’ shortlist, the desirable criteria may be applied to further shortlist.*

*The aim of the application form is for you to demonstrate your ability to meet each of the criteria listed above and you must provide specific examples including dates of how you meet these criteria.*

