Job Title: Operations Manager

Employed By: CDM Community Transport

Responsible To: Chief Executive (CE)

Location: Head office Cookstown / Branch office Dungannon

Hours: 8:00am – 4:00pm Monday to Friday, plus occasional unsociable hours

**Job Description**

As Operations Manager you will be responsible for the comprehensive management of the day-to-day operations across all services, the fleet and line management of Staff and Volunteers including the promotion of services and development of CDM Community Transport.

**Daily Responsibilities**

**Services:**

* Oversee and manage all services on a day-to-day basis.
* Ensure appropriate Planning Staff and Driving Staff levels are maintained to ensure the efficient delivery of all services within the requirements of funding bodies and legal frameworks.
* Ensure appropriate vehicle preparation and timely issue of keys & documentation for out of hours group hire.
* Maintenance of Booking System and Drivers App.
* Oversee and assist when necessary.

**Fleet**:

* Ensure all vehicles are checked, fully operational, maintained and licensed to the appropriate legal standards.
* Arrange 10 weekly checks/repairs/defects/MOT’s/Lift Inspections and keep detailed records of all works carried out.
* Maintain vehicle CCTV and Vehicle Tracking systems.

**Staff and Volunteer Management**:

* Direct daily line management of Staff and Volunteers including dealing with, recording and reporting personnel and disciplinary issues.

**Weekly Responsibilities:**

* Responsible for weekly review of driver schedules, focusing on efficient use of resources.
* Responsible for the approval of all staff annual leave in line with company policy and communication to admin team.
* Ensure weekly timesheets for staff have been completed, reviewed and signed off in line with policy and passed onto Finance Officer for processing payroll.
* Maintain contact with Dungannon office to assist communication, problem solving, collect documents etc.
* Out of Hours Emergency Cover.
* Plan and hold weekly Staff meetings.
* Weekly meeting with Chief Executive.

**Monthly/Quarterly:**

* Responsible for the final review all monthly statistical information for DfI communicate task complete to admin team to alert other staff to progress next stage.
* Prepare a monthly report to Chief Executive highlighting statistics, fleet issues, positive events, potential threats/risks to operational issues and any staff issues.
* Arrange, attend and record minutes at monthly Directors meetings.
* Plan and hold bi-monthly Drivers meetings.
* Carry out spot checks on vehicles used for all services across both sites.
* Arrange MiDAS driving sessions to support group membership.

**Annually:**

* Conduct annual staff appraisals maintaining thorough written records.
* Undertake an annual audit to ensure drivers  hold valid licences and driver cards (Taco/DQC) appropriate for their duties.
* Plan and hold at least 3 volunteer meetings/events annually (one during Volunteers week – June)
* Arrange appropriate training for staff & maintain staff training matrix.

**Staff Recruitment:**

* Assist CE with staff recruitment in line with company policy.

**Volunteer Recruitment:**

* Work in partnership with CE to ensure recruitment of Volunteers is in line with company policy.  Assist volunteers with Access NI application, ensure licence & all vehicle documents are valid and up to date.  Support and arrange training appropriate to the volunteer role.

**Promotion of Services and Development of CDM:**

* Assist CE to:
* Raise the profile of the company ensuring full promotion of membership and services sending a steady flow of information to members and wider public.
* Develop stakeholders within the company’s area of operation, with a view to identifying new business opportunities and to undertake any such research that is deemed necessary by the CE or Board of Directors.
* Undertake appropriate research throughout the CDM Operational Area to obtain quantitative and qualitative information in relation to transport needs and provision.
* Work with Board of Directors and other stakeholders to promote community participation and involvement in the project.

**General**:

* Deputise for the Chief Executive as and when necessary.
* Attend appropriate meetings, conferences, and training.
* Prepare budgetary reports/statistical information on a regular basis.
* Assist CE with review of Policies and Procedures.
* General Housekeeping.
* Work as part of CDM in furtherance of its objectives.

**Flexibility Clause:**

The list of duties/responsibilities above must not be considered comprehensive nor exhaustive.  They are simply a summary of the main duties/responsibilities that the post holder will be required to undertake.  No Job Description can cover every issue that may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this Job Description and are within the post holder’s competence and capability to address priorities in the delivery of services and the future development of CDM Community Transport.

**PERSONAL SPECIFICATION**

**ESSENTIAL CRITERIA**

1. A Higher-Level Qualification in any subject plus 5 years’ management experience including staff, financial and project management responsibilities.
2. Possess excellent organisational/time management skills.
3. Extensive I.T. skills together with excellent knowledge and experience using Microsoft 365 applications.
4. Proven ability to lead a team to maximise performance and effectiveness.
5. Experience in managing volunteers.
6. Hold a valid full driving license and have access to a car to get to/from work and attend meetings.

**DESIREABLE CRITERIA**

1. Degree or equivalent in a Business or Community Development related subject plus 2 years’ management experience including staff, financial and project management responsibilities.
2. Hold full category PCV D or D1 Licence.
3. Certificate of Professional Competence for Transport Managers (PCV).
4. Fleet Management knowledge/experience.
5. Experience dealing with all aspects of staff management (including recruitment, induction, training, appraisals, grievance & disciplinary).
6. Experience working in the Community/Voluntary Sector.
7. Excellent communication/marketing skills including social media, public presentations, report writing, facilitating meetings, public engagement and dealing with the media.