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“We are passionate about helping people gain independence from social isolation, exclusion and loneliness in Fermanagh. We help them to get back to living their lives and building their independence.”

**Scheduling Admin Officer**

**(Permanent)**

35 hours per week (full-time)

£ 25,883.00

25 days annual holiday leave + 11 days public holidays

5% employer + 3% employee pension contribution + uniform +

ongoing training & development + free parking

**Key responsibilities:**

Oversee, plan and schedule member trips, driver schedules, vehicle maintenance and inspection, driver holidays

Maintain and keep up to date all necessary permits, licences and documentation & driver details

An Application Pack which contains the job description, person specification & application form can be downloaded at [www.fermanaghcommunitytransport.com](http://www.fermanaghcommunitytransport.com). Completed application forms must be returned by no later than 5.00pm on Friday 28th March 2025. CV’s will not be accepted.

Fermanagh Community Transport (FCT), 42 Enniskillen Business Centre,

 Lackaghboy Industrial Estate, Enniskillen, BT74 4RL

Charity No: 101626

**We are an equal opportunities employer**



**JOB DESCRIPTION**

**Role Details**

**Role Title:** Scheduling Admin Officer with responsibility for scheduling/ troubleshooting and maintenance of vehicles.

**Location:** Fermanagh Community Transport (FCT) 42 Enniskillen Business Centre, Lackaghboy Industrial Estate, Enniskillen BT74 4RL.

**Responsible to:** FCT Manager

**Salary:** £25,883.00

**Staffing Responsibilities:** No line management duties

**Hours of work:** 35 hours per week normally between the hours of 8.30am – 4.30pm Monday to Friday, exclusive of meal breaks.

**Purpose of FCT:**

To reduce rural social exclusion, isolation and loneliness by providing affordable, accessible, and reliable transport services in Fermanagh.

**Job Purpose:**

**Job Purpose:**

* Work as part of a team to ensure the provision of a caring, professional, and reliable rural community transport service within and across Fermanagh.
* To support the development of the Rural Transport Fund within County Fermanagh by managing your time ensuring the effective operation of Dial a Lift and Group Transport services.
* To schedule minibuses and volunteers in an efficient and timely manner.
* Ensure vehicles are maintained and fit for purpose.
* Deal with all issues an in a calm and efficient manner.

**Job Responsibilities:**

* Deal with drivers in a professional, efficient manner
* Organise your time by efficient planning to ensure all driver and vehicle information is recorded accurately on CATSS.
* Be productive and reliable always.
* Carry out the role in a helpful, caring, and confident manner – within the aims, objectives, and values of Fermanagh Community Transport.
* Be self-motivated and sensitive to the needs and wishes of the passengers and staff of Fermanagh Community Transport.

**Job Tasks:**

* To ensure that the office and telephone are open to both internal and external callers between 8:30am and 4:30pm Monday to Friday.
* To communicate well with Board, Management, other staff and volunteers and customers and members of the public.
* To correspond and deal with queries from individuals, community, statutory and voluntary organisations in an efficient and professional manner.
* To ensure that all bookings are logged accurately when received.
* To ensure all vehicles and drivers are scheduled to within time guidelines in a proficient and cost-effective manner.
* To ensure that all bookings are completed according to details.
* To ensure that all drivers are aware of their work schedule at any given time.
* Take responsibility for emergency contact phone and deal with any issues arising.
* To have excellent knowledge of the area in which we operate.
* Scheduling system to be kept in real time (all changes to be made live)
* To act as first point of contact and troubleshooting for driver and volunteer issues regarding bookings and pick-ups.
* Ensure all vehicles are maintained in accordance with our maintenance schedule and this is recorded live on scheduling system.
* Monitor fuel efficiency and ensure all fuel consumption is recorded.
* To collate and if necessary, chase time sheets.
* To have excellent knowledge of the area in which we operate.
* All message to drivers/customers to be passed on immediately.
* All messages for Management are recorded and passed on accurately.
* To carry out all requested tasks promptly and effectively.
* Be available to work flexible hours for which Time Off in Lieu will be granted.
* To undertake all training as deemed necessary.
* To help develop solutions to any issues arising.
* Always wear clean and correct uniform.
* To ensure that the office space is always kept clean and tidy.
* To follow all organisational guidelines and procedures always.
* To ensure that all Fermanagh Community Transport information is treated in the strictest confidence.
* To assist the Management with the organisation of any internal or external events.
* Any other duties as required by Board and Manager in furtherance of the organisational objectives.

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential**  | **Desirable**  |
| **Qualifications** | * Minimum of 5 GCSEs at Grade C or above (which must include as a minimum Maths and English (Or recognised Equivalents)
* Plus 1 year full-time paid office administration experience

***Or**** Minimum of 3 years full-time paid office administration experience
 | * Computer GCSE at grade C or above
* Office Administration qualification i.e. OCR Level 3 Diploma in Administration
 |
| **Skills Experience** | * Working with Microsoft Word, Excel and Outlook
* Ability to learn and navigate IT systems with pace and competence
* Excellent phone manner
* Excellent customer care skills
* Managing work problems
* Excellent time-management
* Ability to work under pressure
* Work on one’s own initiative and as part of a team.
 | * CATSS or similar booking system
* Transport/ vehicle scheduling and routing
 |
| **Knowledge** | * Awareness of the needs of persons with a range of physical and psychological disabilities
* Detailed knowledge of the geography of the County
* Understanding of the background to Fermanagh Community Transport and what it does.
* General Data Protection Regulation and Data Protection
* Safeguarding requirements for adults
 | * Working Hours regulations
 |
| **Attitude** | * Professional
* Compassionate
* Reliable
* Confident
* Trustworthy
* Take pride in work and appearance
* Flexibility
 |  |



**Job Application Form**

**Scheduling Admin Officer (Permanent Position)**

**FOR OFFICE USE**

**Ref: No:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Closing date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date received:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Job Title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please complete this form in BLOCK LETTERS and return it on or before the closing date that was specified below. Late applications will not be considered. Do not attach a separate CV to this form as it will not be considered.**

**Please return this form by no later than Friday 28th March 2025 to Fermanagh Community Transport, Unit 42 Lackaghboy Industrial Estate, Tempo Road, Enniskillen, Co. Fermanagh, BT74 4RL.**

**Contact Details**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Postcode:

Contact Landline Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Mobile Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you require any special arrangements for an interview? If yes, please give details below:

Date of Birth: \_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_

For Q1 through to Q3 below please tick beside appropriate answer:

1. Have you access to a car? Yes 󠄀 󠄀 No
2. Prepared to undergo a Basic Access NI Disclosure Check prior to Yes No

being appointed to the position officially, if successful?

1. Are you entitled to work in the UK? Yes No

**Present and Past Employment**

|  |  |
| --- | --- |
| Present or Most Recent Employment | Key Responsibilities of Post: |
| Name and Address of Employer |  |
| Job Title: |  |
| Dates Employed:From: To:Reason for leaving |  |
| Previous Employment (most recent first) | Key Responsibilities of Post: |
| Name and Address of Employer |  |
| Job Title: |  |
| Dates Employed:From: To:Reason for leaving |  |
| Present or Most Recent Employment | Key Responsibilities of Post: |
| Name and Address of Employer |  |
| Job Title: |  |
| Dates Employed:From: To:Reason for leaving |  |

*Continue on a separate sheet if necessary.*

**Education**

**Please list all schools, colleges and universities attended, indicating when you attended, what you studied and what grades you achieved.**

|  |  |  |  |
| --- | --- | --- | --- |
| Secondary School/ College/ University | Years Attended | Course Undertaken | Grade Achieved |
|  |  |  |  |

Continue on a separate sheet if necessary.

**Training and Professional Development**

Please list any other courses, workshops or training you have undertaken, including dates and duration, which may not have led to a qualification, but which you feel is relevant to the advertised post.

**Supporting Statement**

Please use the space below to set-out how you feel you meet each of the Essential and Desirable Criteria set-out within the Person Specification. Please speak to each specific criterion.

**Qualifications**

**Skills Experience**

**Knowledge**

**Attitude**

**Other Relevant Experience**

Please give details of any other experiences or skills you feel you have may gained perhaps through community or voluntary activity which would be useful in the role for which you are applying?

**References**

List the names and contact details of two persons who are willing to provide references for you. They should be persons who know you (but who are not members of your family) and who are qualified to give an opinion about how you are suitable for this post. Please note that we will not contact your current employer for a reference unless and until we are prepared to offer the post to you.

|  |
| --- |
| Name |
| Address |
| Phone Number Mobile Number |
| Email address |
| How is the referee known to you? |

|  |
| --- |
| Name |
| Address |
| Phone Number Mobile Number |
| Email address |
| How is the referee known to you? |

**Declaration**

To be the best of my knowledge the information that I have provided on this form is correct. I understand that deliberate misinterpretation or omission of factual information may disqualify me from consideration or lead to dismissal.

Signed: Date:

Please return this form by no later than Friday 28th March 2025 to Fermanagh Community Transport, Unit 42 Lackaghboy Industrial Estate, Tempo Road, Enniskillen, Co. Fermanagh, BT74 4RL.

Please mark the A4 envelope completed application form ‘Scheduler’. Please do not put any other detail on the front of the envelope which could identify you.

**Fair Employment Monitoring Questionnaire**

**Ref No: *Private & Confidential***

**Monitoring Questionnaire**

**Introduction:**

We are an Equal Opportunities Employer. We do not discriminate against our job applicants or employees and we aim to select the best person for the job. We monitor the community background and sex of our job applicants and employees in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the *Fair Employment & Treatment (NI) Order 1998*.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions. Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

**1. Community Background:**

Regardless of whether they actually practice a religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities.

**Please indicate the community to which you belong by ticking the appropriate box below:**

 I am a member of the Protestant community: 

 I am a member of the Roman Catholic community: 

 I am not a member of either the Protestant or the

 Roman Catholic communities: 

*If you do not answer the above question, or if you tick the “not a member of either” box, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/personnel file.*

**2. Sex:**

**Please indicate your sex by ticking the appropriate box below:**

 Male: 

Female: 

***Note: If you answer this questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.***

**Please complete and place this monitoring form in a separate envelope and place it within the larger envelope containing the completed application form. Please do not write any identifying details on the front of the monitoring form envelope.**