**Service Manager, Felixstowe Area Community Transport**

FACTS are seeking to recruit a part-time manager to succeed the current post holder who is retiring in September 2018. Ideally, there will be a handover period of around two months. You will be required to work 25 hours per week, spread equally over Monday to Friday but there is scope for some flexibility once established. The hourly rate of pay has just been reviewed and is £12.10.

You will report to the Board of Directors and be responsible for the operation, marketing and development of our community transport services across Felixstowe and District. You will also manage two other salaried staff and engage, support and look for ways to expand our volunteer team in delivering these services.

Key responsibilities

Business Development

* Identify and secure new opportunities to generate income, for example by providing new or additional services and exploring available support from local businesses;
* Submit high-quality funding bids to develop and expand FACTS community transport work and manage delivery of any resulting projects or initiatives;
* Ensure the effective promotion of community transport services to relevant groups and individuals;
* Grow the client base for these services through outreach work and engagement with local groups.

Operations Management

* Lead and line manage the community transport delivery team, providing support and guidance as necessary to introduce changes or improvements to services;
* Carry out reviews and implement recommendations of operational areas (e.g. fleet management/bookings management) as required to improve performance standards and make efficiency savings;
* Ensure that rostering of drivers and vehicles meets service requirements as cost-effectively as possible;
* Take day to day responsibility for the procurement and maintenance and safety of vehicles, in liaison with the finance manager;
* Ensure day to day compliance with all legal requirements associated with operating community transport services;
* Manage the transport budget in liaison with finance manager.

Reporting

* Compile monthly passenger data to an established template and present a monthly report to the Board of Directors/ Trustees.