

JOB DESCRIPTION



JOB TITLE: Transport Administrator
REFERENCE:
GRADE: 4 (indicative)
RESPONSIBLE TO: Fleet Team Leader

JOB PURPOSE

To provide support to the 'go-too' demand responsive transport service, monitoring the operational system during service hours, liaising with drivers and passengers and responding to issues in a timely manner to minimise service disruption and provide a positive passenger experience. Take calls and arrange bookings for passengers travelling on the FlexiLink flexible transport service, including assessing applications for entitlement, entering details into the scheduling software, prepare and communicate route schedules with drivers and keep records up to date.

MAIN RESPONSIBILITIES

NO.		APPROX % (min 5%)
1	Support delivery of the go-too demand responsive transport service, ensuring the operational system is monitored at all times during service hours. Liaise with drivers and passengers booked to travel, responding to issues and enquiries timely to ensure a positive passenger experience. Be on duty call (rota basis) including early AM and/or late PM shifts and arrange appropriate cover in the event of operational disruption (e.g., driver sickness, vehicle breakdown).	35%
2	Receive phone calls and monitor emails from members of the public who wish to book the FlexiLink service and manage cancellations, checking messages and providing general advice. Enter bookings onto the bespoke (CATSS) booking system and return calls or emails to passengers to confirm bookings, answering queries and informing of changes as needed.	35%
3	Prepare driver running sheets for FlexiLink services and liaise with drivers on any route changes. Add driver shifts and breaks to the go-too operational system and keep updated with road closures or other changes that affect routing and bookings.	10%
4	Check FlexiLink application forms received via email or post for eligibility and enter passenger details to bespoke systems, ensuring all relevant details are provided e.g. wheelchair details in readiness for assessment.	5%
5	Collect, monitor and analyse data for flexible and demand responsive services to inform service decisions and evaluate customer feedback to ensure excellence in customer service. Produce weekly and monthly reports for Manager regarding passenger usage and statistics.	5%
6	Count cash from fares handed in from drivers ensuring all monies are recorded and passed to Manager for banking and undertake general administrative duties as required to support projects, colleagues and delivery of the team plan.	5%
7	Check that the driver's rotas are accurate regarding drivers available and break times. Check schedules for next day and any unallocated journeys and liaise with passengers for any changes or cancellations. Update any timing changes on the systems to ensure accuracy of information.	5%

Notwithstanding the detail in this job description, in accordance with the Company's Flexibility Policy the job holder will undertake such work as may be determined by the Senior Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Borough of Cheshire East.