



Job Description

Job Title	Transport Officer
Salary	£23,900 full time – 37.5 hours
Responsible to:	Development & Operations Officer

About Qube:

Qube is a community organisation in Oswestry dedicated to improving health, wellbeing, and quality of life in Shropshire and the Borderlands. Its ethos focuses on ensuring access to services for all. Qube addresses local needs like rural poverty, social isolation, limited educational opportunities, and poor transport. The community hub and family hub offers a warm space, art gallery, and meeting rooms. People attend for support, activities, or to connect with others in a safe, non-judgmental environment. Qube continues to evolve in response to local needs, fostering inclusion and opportunity for all.

Main purpose of post:

The Qube community transport service provides door to door accessible transport for people who do not have their own transport, or who cannot access public transport.

The service is available to people of all ages and mainly supports older people and/or people with mobility issues or disabilities. It is a membership service and journeys must be booked at least 24 hours in advance.

Qube has five minibuses and three accessible cars and carries out a variety of services, including trips for shopping, hospital and medical appointments, visiting family and friends, and a host of other transport requests. It also operates a community car scheme and school contracts.

This post is to effectively manage all aspects of the day to day operations of Qube community transport, including scheduling of journeys. It will oversee the safe and legal operation of vehicles including arranging services and vehicle checks. The post will also provide support and supervision of the Qube Transport volunteer team.

Main Duties

- To carry out the day-to-day tasks of community transport including taking bookings over the telephone and via email, organising and allocating passengers and buses.
- Managing all aspects of the annual membership renewal process.
- Organise and supervise the transport team of volunteers, including setting rotas, organising training and giving support where needed.
- Monitor and maintain the community transport database, updating as necessary and keeping accurate records
- Provide data from the database for reporting to the Trustees, funders etc.
- Be willing to undertake MIDAS training and to drive the minibuses when necessary.
- Oversee Shopmobility services.
- Be a key holder and be prepared to open and lock up the Qube building.

- Carry out invoicing for trips, fares and tenders.
- Assist with marketing and promotional activities both for community transport and Qube.
- Carry out any other activities as deemed necessary.

A DBS check will be required for this post holder.

Person Specification

	Essential	Desirable
Qualifications and experience	Previous experience of working in a transport environment. Routing and planning knowledge. Knowledge of the Oswestry area. Full driving licence with D1 classification (D1 cost maybe met for the right applicant). Strong IT skills.	MiDAS Accreditation Experience/knowledge of the issues faced by older people and those with disabilities and a range of health issues. Experience of working in the voluntary sector and with volunteers.
Attitude	Enthusiastic with a 'can do' attitude Patient and calm approach. Honest, reliable and a good time keeper Ability to work as part of a team and to work alone and use initiative Problem solver	
Aptitude	Good communication skills both verbally and written Ability to organise and prioritise effectively Commitment to, and understanding of Confidentiality, Equal Opportunities and Diversity Policies Enthusiastic and confident in own ability Flexible and adaptable, willing to work some evenings or weekends as required	