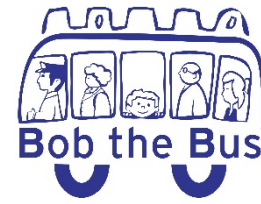


## Totnes and Rural Community Transport ('Bob the Bus')

Charity number 1169167



### Vacancy for part-time coordinator (admin role)

#### Background

TARCT became a Charitable Incorporated Organisation (CIO) in 2016, evolving from voluntary community transport groups dating back to 1984.

Our object is to provide accessible community transport for Totnes and its surrounding villages. We operate scheduled bus routes, serving locations with no other public transport, and regular travel club excursions to local places of interest. We aim to make our services friendly and accessible for as many people as possible, including residents and visitors, and especially passengers of limited mobility, the elderly, and anyone without access to their own vehicle.

#### Current activities

There are currently three strands to TARCT's work:

1. Scheduled bus services in and around Totnes. Two low-floor 16-seat Mercedes-Benz 'Sprinter' buses operate a regular Monday to Friday timetable connecting passengers from Follaton (to the west) and Bridgetown (to the east) with the town centre, including the railway station, supermarket and surgery. Crucially, these buses both travel the full length of Totnes's historic Fore Street and High Street, so passengers unable or unwilling to manage the steep hill can access shops, cafes, pubs, post office, etc. On two days each week, services run to the outlying villages of Stoke Gabriel, Ashprington and Cornworthy, which would otherwise be without any public transport. Passenger numbers have recovered well since the pandemic, and are at nearly 40,000 journeys/year.
2. Monthly travel club. This provides day trips by minibus to a wide variety of places of interest in the south-west, ranging from National Trust properties and Dartmoor beauty spots to IKEA shopping trips. The travel club is open to all, but is especially enjoyed by those without their own transport, and is a valuable social experience for single adults.
3. Private hire. Minibuses with a driver can be hired by other charities and community groups – examples include Dartington Hall Trust, Sharpham Estate, the Totnes Agricultural Show and Lifeworks. We have worked closely with Totnes Town Council in providing Park and Ride for the town's Christmas markets and on two temporary schemes operating from the local secondary school for the Totnes Festival. Bob the Bus also provides commercial hire to music festivals, weddings, parties, etc.

#### Staff and volunteers

TARCT is managed by a group of 7 volunteer trustees. It currently employs one full-time coordinator. We have nearly 40 volunteer drivers who cover half-day shifts on the scheduled services. Payment to drivers is offered (and often declined) only for commercial contracts.

Our current coordinator has been responsible for almost all of the day-to-day running of the various activities, but she is taking a 6-month career break from September 2024. We have decided to split the coordinator role into two half-time appointments – one dealing mostly with bus preparation and

maintenance; the other concentrating on office-based admin tasks. However, an exceptional applicant may be able to take on all tasks as a full-time post.

At the moment, it's our intention to enable our coordinator to return to work after her leave of absence. Hence, the part-time vacancies are being advertised as 7-month fixed term contracts, starting in August 2024 (to allow 1 month overlap with the present coordinator for induction and familiarisation). However, the situation may change, and we could be looking to extend contracts beyond March 2025.

### **Outline job description**

The responsibilities of the coordinator (admin) are summarised below. We expect the post holder to work closely with the vehicle coordinator (and some of the roles will overlap). The coordinator will report to and liaise with the appropriate trustee(s) as and when required, but is expected to be a self-starter and exercise their own initiative on a day-to-day basis. The contract will be for 19 hours/week. The weekly working pattern is negotiable and potentially flexible. The post holder will normally be based at our Follaton House office, but there may be scope for working from home when required.

#### *Scheduled services*

- Maintain a database of volunteer drivers' information
- Prepare a monthly drivers rota for scheduled services, taking account of availability
- Dealing with drivers' requests for rota changes due to sickness, etc.
- Advising drivers on route amendments, infrastructure and diversions
- Operation of bus ticketing, payments and data recording (mileage, fuel, etc.)

#### *Private Hire*

- Responding to booking enquiries, issuing quotations
- Liaison with (potential) hirers
- Liaison with vehicle coordinator to ensure availability
- Sourcing and briefing drivers
- Hirer payments collection and administration

#### *Travel Club*

- Preparation of programme (working with volunteer)
- Club membership management
- Trip management, including driver availability and pick-up schedule

#### *Communications*

- Where appropriate, contributions to website and social media
- Initial point of contact for public and press enquiries, including comments and complaints
- In conjunction with the Trustees, working with other local voluntary and statutory organisations on transport-related issues.

#### *Financial (liaising with Hon Treasurer):*

- Weekly cash reconciliation from fares
- Administration of donations

- Monthly banking and reports
- Reconciliation of card payments
- Reconciliation of Private Hire and Travel Club payments

Other relevant and reasonable duties as required and agreed with the trustees.  
Attendance at trustees' meetings (typically bimonthly) if required.

### **Remuneration**

Gross salary is £1178/month (subject to NI and pension deductions). From time-to-time, some overtime may be required, but this is neither guaranteed nor compulsory. PAYE and pension scheme contributions are administered by MAP Accountants, 2 Bridge Farm Offices, Harberton, TOTNES, Devon, TQ9 7PP. Further details of pension arrangements are available on request.

### **Holiday entitlement**

20 days / annum pro rata, i.e. 12 days over the 7-month contract, plus statutory bank holidays. If working on a bank holiday is unavoidable, days off may be taken *in lieu*.

### **Location**

TARCT's office is at 1D The Cottage, Follaton House, Totnes TQ9 5NE

### **Probationary period**

30 days.

### **Notice period**

30 days.

*Other details (e.g. sickness policy, grievance and disciplinary procedures, are available on request).*

### **How to apply**

Please send a CV, including the names of two referees (preferably one of which should be current or recent employer), plus a covering letter explaining how you can meet the requirements of the post, to: [totnescommunitytransport@gmail.com](mailto:totnescommunitytransport@gmail.com).

If you have any questions, or would like an informal chat in advance of applying, please use the above email address.

Stephen Grove  
Chair of Trustees