

Job description

Car Bute/Bike Bute Co-ordinator

Qualifications and Experience:

The post requires experience in understanding customers, planning, organising and implementation skills. Experience in customer facing role and operational leadership.

Accountability and Responsibilities:

The overall purpose of our activities is to Inspire, Education and Empower people to take action to achieve Sustainable Rural Living. The Car Bute/Bike Bute Co-ordinator will be responsible to General Manager, or a delegated person, nominated and agreed by the Fyne Futures Board. The role will support achievement of business goals with responsibilities for the day to day operations of Car Bute and Bike Bute including pre and post hire checks. The Car Bute/Bike Bute Co-ordinator will work with Marketing & Sales Leader to ensure that marketing and sales strategy is implemented effectively. The Car Bute/Bike Bute Co-ordinator will working Finance & Business Administrator to ensure that Bike Bute reports for funders provide clear data from monitoring and evaluating the scheme. The Car Bute/Bike Bute Co-ordinator will be flexible and responsive to customer needs.

Main Objectives of Post

- To provide effective leadership of our key messages for sales and customer service
- To investigate and design ancillary services/goods that creates new income streams to increase sustainability of the Bike Bute scheme.
- To produce reports on usage levels, customer satisfaction and income useful to effective and efficient service delivery.
- To plan, communicate and implement an annual operational plan
- To ensure compliance of Fyne Futures policies and processes

The main job activities are as follows:

- To implement an operational plan which includes pre and post hire checks, regular maintenance checks, and arranges external services and repairs on:
 - E-bikes
 - Car Bute cars
- To manage the booking system adopted/developed ensuring timely payments
- To support residents and visitors with on-boarding and essential cycling skills to ensure safe use of e-bikes
- To ensure that all resources provided are used effectively and efficiently
- To update, maintain, review and evaluate management monitors for improved effective and efficient ways of working
- To support and implement sales and marketing activity
- To support annual budget process, and financial by providing sales and operational costs data
- To carry out other such duties and responsibilities as may be required from time to time by the line manager.

Person Specification:***Essential skills and experience:***

- Have a full, current and clean driving licence
- Be IT literate
- Be capable of meeting customer expectation and responding to identified needs
- Able to build and sustain rapport with key stakeholders
- Have strong competency skills in
 - Showing initiative that improves customer care
 - Problem solving for business effectiveness
 - Leading teams that improves performance

Desirable skills:

- Experience of social media within a business context
- Financial planning and strategy
- People management
- Policy and process development to improve customer service

Personal qualities:

- Be committed to the social and community objectives of Fyne Futures Ltd
- Be a good communicator and get on well with others
- Be able to deal with the public in a sensitive manner
- Possess the ability to work unsupervised and use own initiative
- Possess good organisational skills
- Be capable of working in a team situation
- Possess a positive attitude to disadvantaged and vulnerable members of society
- Possess a desire and have the ability to promote environmental awareness with respect to low carbon living
- Possess a friendly and enthusiastic disposition

Hours:

25 hour week over a 7 day period in response to customer demand
You will be required to work Public and Bank holidays with the exception of Christmas Day, Boxing Day and New Year's Day, 2nd January.

Salary:

£19,047 per annum, paid monthly (normal working week 35 hours) pro-rata for 25 hours

Holiday:

37 days per year including statutory entitlement (pro-rata)

Pension:

Contributory