

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Lead Community Services Driver Technician
Job Family:	Administrative Support
Service:	Community & Wellbeing Services
Location:	Operational Services
Reporting To:	Community Wellbeing Senior Co-ordinator

Role Purpose: <i>Why the role exists and its contribution</i>	<p>To ensure the seamless delivery of departmental services by effectively scheduling resources and providing operational cover across all areas as required. This includes:</p> <ul style="list-style-type: none"> • Transport from Home – acting as a driver when necessary. • Meals from Home – assisting with meal delivery duties. • Supervision – overseeing any of these service areas during periods of management absence. <p>The role is designed to maintain continuity, uphold service standards, and respond flexibly to operational needs within the department.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.</p>
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Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> • Schedule all new transport bookings and inform the Contact Centre of clients' pick-up times. • Allocate drivers to suitable vehicles for each route, ensuring efficiency and compliance • Plan transport bookings at least three weeks in advance, aligning with template schedules. • Act as the first point of contact for drivers, providing information, updates, and resolving queries promptly. • Manage all CRM updates, respond to emails, and handle calls from the Contact Centre and clients
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	<ul style="list-style-type: none"> • Generate invoices for direct debit clients and forward relevant paperwork to Finance for direct debit setup. • Issue membership renewal letters and maintain accurate client records • Creating posters and flyers to advertise excursions, mailing out to clients and ensuring they are displayed on the vehicles. Also at the Community & Wellbeing Centre. • Booking venues for the excursions • Liaising with mechanics regarding any breakdowns/accidents/defects, ensuring all vehicles are roadworthy. Organising vehicle & driver cover if required. • To be flexible in covering all areas of the Community services including Community alarm and to respond to changes at short notices and in times of unforeseen absences • Liaise with drivers and assist with the organisation of driver shift patterns to ensure all bookings are covered correctly • Liaise with drivers to ensure quality of service is maintained and to address any issues/complaints • Ability to understand of the needs of service users with mobility, sensory, emotional and/or behavioural difficulties • Organise wheelchair assessments and attend when required, to ensure passenger and driver safety • Following Compliance, Health and safety checks
Generic Duties	<p>Administrative Support</p> <ul style="list-style-type: none"> • Working under instruction, provide a good all round administration service that supports with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation • Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative support • Meet designated administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to My Performance Conversations • Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant

	<p>business processes to ensure standard administrative systems and service related procedures continue to be fit for purpose</p> <ul style="list-style-type: none"> • Be responsible for dealing with allocated service requests from members of the public, external organisations and other services. Provide a seamless and high quality service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate • Collate, record and present team data in accordance with the Council's performance measurement systems and share this as requested with other officers and members • Ensure effective flow of communication within your team and sharing of information to and from other services across the council • Organise service related meetings including the co-ordination of agendas, attendees, minutes and room bookings • Assist with postal requirements for your team including the opening, scanning, recording, collection, distribution packing etc. of post. • Carry out day to day maintenance of office equipment such as photocopiers, scanners, printers etc. and liaise with service engineers regarding service requirements. • Ensure the team has the necessary and basic facilities to deliver the service effectively including access to files, contacts, stationary and equipment
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The key decision making areas in the role

- Checking of work schedules to ensure sufficient time has been allowed to enable each journey or delivery to be completed on time and update the client Database
- Ensure all information is transferred confidentially to Monitoring Centre
- That you have the correct equipment for the role you are to undertake and that the team has the correct equipment
- To ensure vehicle is roadworthy and to refer any identified problems to the office immediately
- Financial reconciliation is completed within the timelines set each month

Customers and contacts

All staff , Clients, Carers, Members of the public, Adult Social Care, Health Care Professionals, stakeholders

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none">• Reconciliation of Payments of clients invoices	<ul style="list-style-type: none">• Categorisation and totalling of passenger numbers and of meals• Health and safety of customers• Completion of compliance checks• That Section 19 and the Blue Badges are present at all time on the accessible vehicles• Ensuring vehicles are fully stocked with wheelchair accessories and H&S equipment including first aid kits

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/Assessment
Good level of education	E	X	X
Basic understanding of Community Alarm & Telecare	D		
Driving licence – maximum 3 points Minimum six months experience within a care environment	E	X	X
MiDAS Certification	D		X
First Aid Certificate	D	X	
Knowledge and Experience			
Experience of administration, telephone answering	E	X	X
Experience of working with people in the community	E	X	X
Experience of keeping schedules and deadlines	E	X	X
Previous knowledge of installation of Community Alarm	D	X	X
An understanding of the Flexiroute system and the ability to work accurately to these systems in a pressurised environment	D		X
Skills			
Good verbal, written and other non-verbal communication skills	E	X	X
Ability to deputise for the line manager	E	X	
To deal with clients in a caring and professional manner	E	X	
An understanding and awareness of the importance of confidentiality and discretion when dealing with users	E		X
To be organised and articulate	E	X	
An experienced team worker, who is willing and able to work unsupervised on own initiative at times	E	X	
Ability to manage workload and time on a daily basis to ensure tasks are completed prior to the end of driver shifts	E	X	
Additional Requirements			
No contra-indications in personal background or criminal record indicating unsuitability in this role	E	X	
Legally entitled to work in the UK.	E	X	X