



PACTO

Pembrokeshire Association of Community Transport Organisations
Cymdeithas Mudiadau Cludiant Cymunedol Sir Benfro

Take Me Too! Project Assistant - Job Description

Base	Home Based
Hours:	15 - 20 hours per week, ideally over 5 days. Working hours to be agreed with the successful candidate. The Assistant will be expected to participate in a weekend on-call rota (working from home). Additional hours may be occasionally be available for promotional work and events.
Salary:	£9.62 / hour (NJC Spinal Point 3 pro rata) plus stand-by allowance of £30 per weekend on call.
Line Managed By:	Take Me Too! Project Coordinator

This position is funded by the National Lottery Community Fund and is a 6 month Fixed Term Contract initially (maternity cover), with potential to extend for an additional 18 months subject to funding and the needs of the project.



Purpose of the post:

To provide administrative support for Take Me Too!, a project to develop and promote a new system for lift-sharing across Pembrokeshire.

Main duties:

1. Administer the Take Me Too! app and website.
2. Assist with the recruitment of drivers and users.
3. Verify new user registrations (drivers, passengers and vehicles)
4. In conjunction with the Project Coordinator, to provide a telephone booking service, allowing "offline" access to the Take Me Too! project (i.e. taking bookings by telephone, entering the details into the system on their behalf, relaying possible matches to the offline user)
5. Participate in an on-call rota to ensure support is available to users over the weekend, if required.
6. Deal with general enquiries about Take Me Too, including monitoring the Take Me Too! email inbox, and respond to messages as appropriate.

7. To work proactively to identify and signpost alternative transport options for journey requests, where they exist.
8. Moderate user feedback and comments
9. To assist the Project Coordinator with regular communication with Take Me Too! users to share information such as news about the project, training and safety messages, for example via e-newsletters or social media or blog updates on the website.
10. Assist with publicity and promotion of the Take Me Too! project
11. Assist with collating information for monitoring reports.
12. Provide basic technical support for users of the Take Me Too! website and app.
13. Collate feedback about the performance of the website and app, such as bugs, glitches and suggestions for improvement, and pass these to the Project Coordinator for action.
14. Develop an awareness of other community and public transport services available in Pembrokeshire.
15. Work as part of the wider PACTO team in promoting, developing and supporting community transport services in Pembrokeshire.
16. Carry out any other duties by negotiation with the line manager as may be required from time to time.

Person Specification

Enthusiasm for the project and its aims – a genuine commitment to getting liftsharing working for Pembrokeshire.

Experience of:

- Customer service
- Using IT systems, including Microsoft Office, Social Media
- Updating and maintaining websites (desirable but not essential)
- Keeping methodical and systematic records
- Working on own initiative with commitment and enthusiasm

Ability to:

- relate well to people from a variety of different backgrounds
- work some weekends on call (working from home)
- communicate through the medium of Welsh (desirable but not essential)

Application Process

To apply, please send your CV together with a covering letter explaining your interest in, and suitability for, the role to: debbie@pacto.org.uk by 5 p.m. on Monday 13th September 2021.

Interviews will be held on Tuesday 21 September in Narberth

If you have any questions or would like an informal chat about the role, please contact Debbie Johnson on 01437 776550 or email debbie@pacto.org.uk.