



# Service Manager

Arun Community Transport | Job Description | May 2026

<b>Job title</b>	Service Manager
<b>Salary</b>	£15.19 per hour   £19,752 pro rata   £29,628 FTE (37.5hr week)
<b>Hours</b>	25 hours per week, Monday to Friday, 8:30am to 1:30pm
<b>Responsible to</b>	Chief Executive Officer
<b>Line manages</b>	Administrator, Office & Driver Volunteers
<b>Place of work</b>	ACT Office, Dove Lodge Community Resource Centre, Littlehampton, BN17 5JG (occasional home working can be discussed).
<b>Pension</b>	Employer 6% contribution
<b>Contract</b>	Permanent (subject to funding)
<b>DBS</b>	DBS check required

## About the role

Every day, residents across the Arun District rely on Arun Community Transport (ACT) to get to their appointments, stay connected and keep their independence. As Service Manager you are the person who makes that possible, taking overall operational responsibility for a busy office, overseeing our booking and transport management system to ensure it runs effectively and efficiently, and ensuring all vehicles and drivers are safe and compliant.

You will also have oversight of our members and their experience of the service, making sure every interaction is handled with dignity, care and consistency. You will lead a small, committed team of an Administrator, two Volunteer Coordinators and a group of office and driver volunteers. Your job is to lead that team well and be the steady hand that keeps everything moving. You report to the CEO and play a central part in delivering ACT's mission across the Arun District.

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## The team you work with

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Understanding how responsibilities are shared is essential to this role. The Service Manager leads operationally but does not work alone.

- The CEO is your line manager. They own ACT's policies, strategy and board relationship. You keep them informed and they make final decisions on anything strategic or policy related.
- The Administrator handles financial processing, membership data, DBS administration and routine office tasks. As their line manager you oversee the work but do not carry out the tasks yourself.
- The Office Volunteer Coordinator manages the rota and supports office volunteers day-to-day. The Driver Volunteer Coordinator chases confirmations and monitors driver welfare. You retain final sign-off on driver trip allocation sheets. Both Coordinators report to you, as do the Office and Driver Volunteers.
- We are in the process of recruiting a Treasurer to the board. In the interim, financial oversight sits with the CEO and Chair, and you provide operational information to support that reporting.

You hold overall line management responsibility for all volunteer roles and the Administrator.

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## What you will do

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### Daily operations

- Be across the day's schedule, knowing what trips are running, which drivers are out and responding to last-minute changes, absences and anything the office team cannot resolve.
- Issue driver trip allocation sheets on Wednesday, Thursday and Friday each week, acting on confirmations chased by the Driver Volunteer Coordinator and making all final scheduling decisions.
- Monitor driver availability for coming weeks and flag gaps early so cover can be arranged without last-minute pressure.

### Member services

- Oversee member registration and handle members with complex needs, liaising with hospitals and GP surgeries where required. Ensure dignity, respect and confidentiality in all interactions.
- Review regular bookings monthly and in line with bank holidays. Support the Administrator in ensuring member invoicing is accurate and processed on time.

### Vehicle & driver compliance

- Keep the Wheelchair Accessibility Vehicle (WAV) insurance, MOT, servicing and tax current, liaising with the insurer annually. Review the WAV rota monthly to ensure availability matches demand.
- Monitor all driver documents, insurance, vehicle tax and MOT, uploading updates to the system and chasing anything approaching expiry.

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- Oversee incoming driver monies and outgoing driver payments, making regular checks to ensure drivers are following the correct process and that the right procedures are in place.

### Systems & data

- Oversee the booking and transport management system, ensuring it runs effectively and efficiently, housekeeping, data accuracy and system updates are carried out, and the relationship with our support provider is managed including the monthly call-off and pre-paid support hours.
- Oversee accuracy across all organisational databases and manage all IT licences. Apply approved fare increases to the booking system and flag any additional licence requirements to the CEO.
- Maintain the shared filing system day-to-day, keeping records current and accessible. Policy files are owned by the CEO; you keep the system tidy and flag when policies are due for review.

### Safeguarding & compliance

- Maintain safeguarding and incident records and escalate any concerns to the CEO as Designated Safeguarding Lead immediately.
- Support the CEO to keep organisational policies up to date and monitored, flagging where procedures are not being followed or where policies need reviewing.
- Manage complaint escalation, office volunteers record initial complaints, you take over for anything requiring investigation or a formal response and escalate to the CEO where the nature of the complaint requires their involvement.

### Volunteer leadership & development

- Lead driver and office volunteer recruitment and manage onboarding with the relevant Coordinator. Hold overall line management for all volunteers and the Administrator, conducting regular supervision and appraisals.
- Design and lead volunteer training sessions as and when needed, ensuring the whole team has the skills and confidence to carry out their roles effectively.
- Attend working group meetings and support the CEO with board papers, the annual report and grant reporting. Work with the CEO to develop ideas for running the service more efficiently and effectively.

### Annual tasks

- Manage insurance renewals and coordinate the annual fare review with the CEO, applying approved changes to the booking system.
- Plan and coordinate the annual volunteer social event alongside the CEO and Administrator.

## Working arrangements

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Based at Dove Lodge Community Resource Centre with a dedicated workspace and adequate privacy for member and volunteer calls. Flexible hybrid working can be discussed. A work

mobile is provided; personal numbers must not be used for work communications. Out-of-hours contact is managed via agreed protocols only and not through personal WhatsApp.

## How to apply

Please send your CV, a covering letter of no more than one page explaining why you are right for this role, and our completed Equality & Diversity monitoring form to [office@actransport.org.uk](mailto:office@actransport.org.uk) by midnight on Tuesday 7 July 2026. We anticipate holding interviews on 15<sup>th</sup> July 2026.

For an informal conversation about the Service Manager role please contact Jennifer Rowley, CEO, at [office@actransport.org.uk](mailto:office@actransport.org.uk) or call 01903 792110, Monday to Friday between 8:30am and 1:30pm.

## Person specification

Criteria	Essential	Desirable
Experience in an operational, scheduling or logistics coordination role	✓	
Experience leading or supervising a team, paid or voluntary	✓	
Calm and decisive under pressure with strong problem-solving skills	✓	
Highly organised, nothing falls through the gaps	✓	
Confident with digital systems and able to pick up new software quickly	✓	
Clear communication skills across different people and situations	✓	
Understanding of safeguarding, GDPR and data confidentiality	✓	
Proactive, able to work with the CEO to improve how the charity runs	✓	
Experience in the charity or community transport sector		✓
Experience working with older or vulnerable people		✓
Familiarity with transport booking or scheduling software		✓
Experience contributing to reports or board-level updates		✓

*This role is subject to a satisfactory enhanced DBS check. Arun Community Transport (ACT) is committed to equality, inclusion and diversity and welcomes applications from all backgrounds. We do not accept applications from recruitment agencies.*