



Job description : Tavistock Country Bus bookings administrator

Background

Tavistock Country Bus is a local charity, which runs a bus service run by volunteers. We have a new 16-seater minibus and we have been serving the community in Tavistock and the surrounding area for more than 40 years.

We now have a total of 12 drivers who usually spend 2 – 3 days / month driving the routes and services which we provide.

Full details of our routes and timetables can be found at www.tavistockcountrybus.co.uk

In summary on Tuesdays, Thursdays & Fridays we provide a Tavistock town service. In addition on Tuesdays and Thursdays we provide a circular route from Tavistock to Launceston passing through local villages & on Fridays we provide a service to Gunnislake, Stoke Climsland and associated villages.

On the first and third Wednesdays of the month we provide a popular service to Newton Abbot and Trago Mills.

On Saturdays mainly in the summer months we provide a varied service further afield including such destinations as Truro & Falmouth, Exeter, Barnstaple, Torquay and Dawlish

The Role

This is a key role and is essentially the public face of Tavistock Country Bus, dealing with passenger bookings and queries.

Bookings can be made by members of the public by email or telephone for services that run to Trago Mills / Newton Abbot on alternate Wednesdays and for the Saturday services.

Key aspects of the role

1. Daily review of emails and provide a timely response to queries and booking requests
2. Where possible, receive telephone bookings in office hours (0900 – 1700) using the dedicated TCB mobile phone.
3. Reply to answerphone messages received out of office hours
4. Inform drivers the day before their drive of the names, mobile numbers where passengers wish to join the bus and their intended destination
5. It is expected that these tasks will take no more than 1 - 2 hrs / week (or less in the quieter months Oct - March)

Essential criteria

Good communication skills

Well organized

Good telephone manner

Competent IT skills in managing emails

Have an interest in the service provided to enable a knowledgeable response to queries

Remuneration

The role is voluntary and unpaid

Committee members will provide support and necessary training for the role. Volunteers will work alongside other staff until confident to take on the task alone. In addition other volunteers will help out to provide cover during holidays or sickness.

The Chairman and another committee member will make the appointment

Following successful appointment the appointee will be probationary for a period of 6 months after which their performance in the role will be reviewed

August 2023