**Job Description and Person Specification**

**Job title:** Countryside Mobility Project Officer (Fleet & Training)

**Reports to:** Countryside Mobility Strategic Manager

**Salary:** £25,482 FTE Pro Rata

**Hours:** 24 hours per week (to be worked over a minimum of 4 days per week)

**Location:** Office based in Exeter LOD HQ with regular travel to partner locations (hybrid working option as per our flexible working policy)

**Period of Notice:** 1 month

**Contract:** Permanent Contract

**Background/context**

Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 30 years ago.Our vision is of fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

LOD strives to be user-led in all that we do and we welcome applications from disabled and Deaf people.

We exist to ensure people with physical and/or sensory disabilities and Deaf people with sign language can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;
* Enable people to identify priorities and develop user-led services;
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected and people are encouraged to achieve their full potential.

**Countryside Mobility**

Countryside Mobility provides safe, enjoyable access to the South West's most scenic locations for anyone who has difficulty walking, through our hire network of all-terrain mobility scooters known as Trampers. The award-winning scheme was established in 2010 and each year enables thousands of visitors and locals to access the countryside. Working in partnership with around 60 outdoor attractions, primarily around South West England, the scheme transforms visits enabling friends and family to explore together. Visit [www.countrysidemobility.org](http://www.countrysidemobility.org) to see more about the scheme.

**Purpose of the role**

The service is based on a comprehensive support system for users and third party organisations hiring out Trampers.

Fleet management is a key element for the safe and efficient operation of the scheme. All partner sites – whether owning or leasing their Tramper(s) – agree to follow standard monthly and daily checks. Those leasing the Tramper receive a package which includes annual servicing and fault resolution making this a key aspect of partner support. Overseeing the general status of the fleet – including identifying priorities for future refurbishment and replacement – is also critical to fleet management.

Partner liaison is also central to ensuring consistent application of hire procedures and Tramper care. Once a partner site is established, on site refresher training, catch up meetings and regular communications will be a key aspect of this role in maintaining strong relationships, maintaining awareness of how partners are operating and keeping them up to date with hire and Tramper care systems.

### Main Duties

Fleet Management

* To oversee routine and ad hoc maintenance of Trampers owned by LOD acting as a liaison point between partner sites, the manufacturer and the manufacturer’s engineers.
* Maintain and review fleet management database to ensure timely responses, up to date information and identify strategic priorities.
* Develop close partnerships with manufacturer and engineers including developing SLA agreement regarding common practices/ expectations (supported by CM Strategic Manager)
* Manage the efficient response to Tramper breakdowns or damage, liaising with partner sites/ engineer/ manufacturer, to gather information for diagnosis, monitor progress, identify common issues. Ensure relevant reports/ invoices are received and filed/ actioned. In the case of more significant damage, liaise with the insurance company, supported by the CM Strategic Manager.
* Ensure all LOD owned Trampers receive an annual service, relevant paperwork is received and inputted on fleet management database, supported by CM Project Officer (Customer Services). Lead on reviewing service reports and following up relevant issues with the manufacturer/ engineer and, if relevant, partner site.
* Develop systems to monitor compliance of sites in key aspects of Tramper hire.
* Lead on reviewing and providing advice given to partner sites regarding Tramper care (including direct communications and hire reference folder).
* Support CM Project Officer (Customer Services) in onboarding leased Trampers –purchase arrangements, DVLA registration, allocation of engineer, delivery arrangements
* Refurbishment of Trampers– identify priorities, oversee implementation of refurbishment schedule in liaison with the CM Strategic Manager and LOD fundraising teams.

Partner site support

* Lead on providing existing partner sites with in person refresher training at their location. Maintain records of refresher training (initially, records of when sites receive training and in the longer term a record of staff trained to hire). Report back to, and respond to, issues raised by CM Project Officer (Customer) and CM Strategic Manager.
* Support CM Strategic Manager in reviewing key aspects of partner performance and compliance to feed into refresher training and review meetings.
* Support CM Strategic Manager, as needed, in the process of setting up new partner sites (including audits/ risk assessments) as needed and additional audits for existing partner sites.

**Incident Reporting**

* Work with CM Strategic Manager and CM Project Officer to ensure partner sites are aware of key responsibilities in the event of an incident.
* Act as the liaison point for partner sites and the insurance company – gathering key information/ documents from partner sites and supplying them to the insurance company.
* Support the CM Strategic Manager with more in depth incident responses and reviewing potential improvements following incidents.

Line management

* Develop and oversee volunteer opportunities

CM systems and processes

* Contribute to CM team discussions regarding improving systems

General Duties

* Act as positive role model to equality and diversity, attending meetings to represent Living Options Devon
* Attend and participate in regular staff and team meetings.
* Attend mandatory staff induction training and refresher courses
* Attend appropriate training courses where identified.
* Attend and participate in regular work appraisals and any other support systems as appropriate.

**NB** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

| **Attribute** | **Essential** | **Desirable** |
| --- | --- | --- |
| Qualifications and skills | * Degree level education or work experience equivalent * High levels of literacy and numeracy skills | * Relevant qualification directly relevant to job role (eg in Countryside Management or disability access issues) * Training or qualification on accessible environments (certificate level or above) * Project management qualification eg PRiNCE |
| Experience | * Experience in managing and delivering projects. * Experience of maintaining successful partnerships. | * Experience of undertaking risk assessments and managing health and safety. * Experience in managing and delivering a regional project. * Experience in a sales and/or a customer service role. * Experience of working with disabled people. * Experience of working in a recreation/visitor services role. |
| Knowledge | * Knowledge and understanding of recreation and visitor services. | * Knowledge of the social model of disability * Knowledge of mobility equipment * Knowledge of relevant health and safety legislation * Knowledge of the impact of accessibility to the countryside for disabled people |
| Management of people |  | * Experience line managing staff * Experience of recruiting and working with volunteers. * Excellent facilitation skills including the ability to encourage and support others into action. |
| Communication | * Excellent communication skills * Excellent networking skills and ability to develop and manage productive partnerships and relationships. * Experience of using a range of communication methods, including social media. | * Experience of public speaking and liaising with the media, including writing of articles and press releases. * Experience of planning and delivering training |
| Personal Qualities | * Self-motivated and proactive * Ability to think laterally and creatively in order to propose innovative solutions * Tactful, diplomatic and confident |  |
| Physical | * Able to carry out the duties of the post with reasonable adjustments where necessary. * Ability to travel across the South West. This includes occasional need to drive a larger vehicle to transport and load/unload Trampers |  |
| Technology / IT Skills | * Excellent use of IT including good knowledge of Microsoft Office. * Experience of using digital/online resources. | * Knowledge of developing and maintaining websites. |