



Transport Administrator

Candidate Information

Application Pack

Health for All (Leeds) Ltd

Welcome

Dear Applicant,

Thank you for your interest in Health for All and the post of **Transport Administrator (Ref: 295)**.

Health for All is a charity created to meet the needs of people in Leeds and continues to respond to the changing needs of individuals and communities in Leeds and beyond. We provide a wide range of health-related activities for people unable to access mainstream services. Our services improve the quality of life for all generations.

Our mission is to enable the poorest and most vulnerable communities to overcome the challenges of health and social inequality. Our grassroots approach invests in safe, welcoming community spaces, tailored services built around communities in need, instilling confidence and equipping people with the skills to live happy, healthy lives.

Health for All's vision is health and wellbeing for all, a society free from inequality, poverty and isolation. We have supported individuals and families for over 32 years, with the clear aim of actively redressing health inequalities, tackling its root causes.

Health for all works with people of all ages, from birth to later years. We support individuals, families and children to overcome challenges, develop their skills and grow in both confidence and health through a range of projects including : giving a child the best start in life; delivering energetic enjoyable activities for children; channeling young people's idealism and energy into positive action; improving mental health through building quality relationships; providing access to volunteering; caring and connecting in times of crisis and enabling older people to retain independence and thrive.

This post will be part of the Transport Team, with an office base at our Head Office in Middleton, this post will play a pivotal role within the transport service providing day to day administration and support to the Transport Manager.

To find out more about the work of Health for All please visit our website: www.healthforall.org.uk

The closing date for applications is: **Wednesday 20th November 2024** To apply for this vacancy please ensure you download the application form and ensure your application is submitted to recruitment@healthforall.org.uk before the closing date.

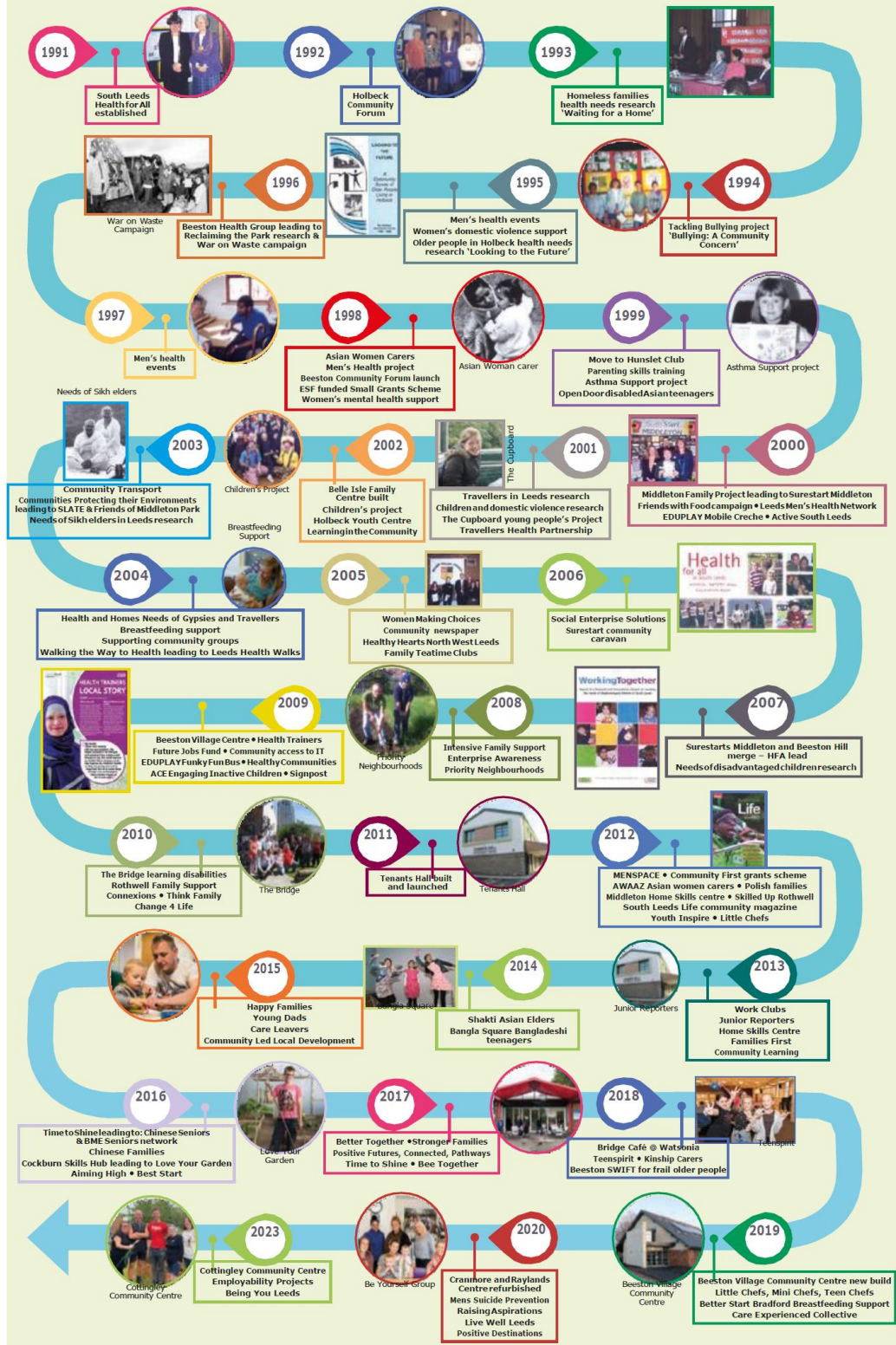
We hope this pack gives you an insight into Health for All and the role of Transport Administrator. Good luck in your application and we look forward to receiving it.

Kind Regards

Victoria Standish
Human Resources Manager

Health for All 1991-2023

changing lives - transforming communities



Health for All – About us

In 1991 south Leeds Health for All was set up with current CEO Pat McGeever appointed as a worker to engage and learn from the many diverse communities in the local area about the issues affecting their lives and, as a result, their health. This fact-finding mission led to the identification of issues and subsequent research into homelessness, a lack of support for low-income, pre-school families, isolation of older people and bullying of young people.

In 1996, Health for All became a charity and grew from our starting base in a small attic office in Beeston into our current headquarters in Tenants Hall and five additional local Community and Family centres.

Year after year, our ability to deliver more support to diverse groups has grown and now, we're proud to have facilitated the launch and success of over 70 thriving local self-help and community groups stretching across south Leeds, into areas of west, east and north Leeds, and Bradford.

It is through the support of funders we are able to continue providing vital projects and services. We are funded by grants, contracts and donations and it's only through the continued support of both existing and new funders that we can keep delivering our services. Our heartfelt thanks to our past and present funders.

Health for All improves the health and wellbeing of children, young people, adults and older people through a range of accessible, innovative services.

We have supported individuals and families for over 20 years, in the belief that children deserve the best start in life. Many parents face multiple challenges, including poverty, poor health or housing, domestic violence, disability. We use a 'whole family approach', delivering tailored support to children, young people and parents/carers. We support families and children to overcome challenges, develop their skills and grow in both confidence and health through a range of projects.

We are privileged to have worked with people with learning disabilities for over 20 years, since running a weekly confidence building and activity group in south Leeds. Our ethos is that each individual is unique and has immense potential, our role being to help them discover and develop their innate skills and talents.

To find out more about Health for All and the work we do please visit our website: **www.healthforall.org.uk**

Health for All – Applicant Letter

November 2024

Dear Applicant

Re: Administrator (Ref: 295)

Thank you for showing an interest in the above post, I enclose some information to help you should you decide to apply.

Further information about Health for All, can be found on our website: www.healthforall.org.uk

This application pack includes the following:

- Job Advert
- Job Description
- Person Specification
- Right To work information
- Recruitment of ex-offenders

Please note we do not accept CV's or additional information other than the application form.

The closing date for applications is **Wednesday 20th November 2024**

All applications must be returned to recruitment@healthforall.org.uk or to Tenants Hall Enterprise Centre, Acre Close, Middleton, Leeds, LS10 4HX before the closing date and time.

Good luck in your application and we look forward to receiving it.

Victoria Standish
Human Resources Manager

Transport Administrator

Ref: 295

Are you an enthusiastic, organised and reliable administrator looking for a new role within our Community Transport Service?

Are you committed to providing professional and efficient customer service?

Are you an organised, hardworking and approachable individual, able to work on their own initiative?

Can you demonstrate excellent working knowledge of IT?

Do you have excellent administration and communication skills?

If so, we have the perfect opportunity for you.

This is a varied role and as Transport Administrator you will work within a small team to ensure the transport service runs smoothly. The Administrator will work under the guidance of the Transport Manager and will involve dealing with day to day enquires, taking bookings for trips and refining the current processes to create a more efficient work flow.

We are looking for someone who is:

- reliable, has excellent interpersonal and communication skills;
- has previous administration experience;
- has the ability to remain calm and work on their own initiative;
- be a team player with excellent organisational skills.

Hours: 17.5 hours Wednesday – Friday between 9:30am – 4:00pm

Salary: £21,840.00 per annum Full Time Equivalent / £10,920.00 per annum (Actual)

Closing Date for applications: Wednesday 20th November at 12 noon

Interviews: Week commencing 25th November 2024

To apply for this vacancy please visit our website www.healthforall.org.uk and download the application pack. If you would like to know more about the role please contact the HR Department on 01132706903

Health for All is committed to safeguarding children, young people and vulnerable adults and the successful applicant will be subject to a DBS check.

Health for All – Job Description

TRANSPORT ADMINISTRATOR COMMUNITY TRANSPORT SERVICE

PAY:	£21,840.00 per annum (Full Time Equivalent) £10,920.00 per annum (Actual)
HOURS:	17.5 hours Wednesday – Friday between 9:30am – 4:00pm (with half hour unpaid lunch break per day)
OFFICE BASE:	Tenants Hall, Acre Close, Middleton, Leeds 10
CONTRACT TYPE:	Permanent
RESPONSIBLE TO:	Health for All Trustee Board
REPORTS TO:	Transport Manager

MAIN PURPOSE OF THE POST:

- To take hands-on administrative support role working in the Community Transport Service, delivering professional customer service to all customers who use the service.
- To provide a warm welcoming atmosphere along with delivering a high level of administration duties.
- To assist in all aspects of the administration and operation of the Community Transport Service ensuring bookings are taken in a professional and accurate manner.
- To support the Transport Manager in reviewing and refining current processes to help create a more efficient work flow.
- To operate in line with Health for All values showing commitment and a positive attitude to the post and Health for All objectives.

DUTIES:

- To provide hands on administrative support for Community Transport as directed by the Community Transport Manager.
- To act as first point of contact both via telephone and email for customer enquiries and bookings in a polite and patient manner.
- To ensure booking forms are completed for every booking along with purchase order numbers.

- To provide concise, clear and accurate quotes to customers for any bookings or trips and follow up any potential new business.
- To Log bookings using the appropriate databases and software as necessary, ensuring there is driver and vehicle capacity to cover the bookings.
- To prepare and produce weekly schedules for drivers and submit to each driver by email each Friday.
- To check and accurately maintain the booking databases ensuring each reservation is confirmed with a completed booking form and PO number where required.
- To assist the Community Transport Manager to ensure that routine and emergency maintenance is carried out on all the vehicles, and that no vehicle is used, when in need of repair or maintenance.
- To work with the Transport Manager to implement a robust process to ensure all vehicles are taxed, insured and serviced when required along with ensuring 10-week safety checks are carried out; MOT and LOLER
- To keep accurate records of all vehicle maintenance and faults which are reported by the driver logs and arrange repairs as directed by the Transport Manager.
- To create a diary system to monitor and manage vehicle maintenance and servicing.
- To maintain and manage a database of section 19 licences, blue badge and driver training.
- To keep a record and monitor monthly mileage for each vehicle to avoid any additional costs.
- To manage and monitor the content of all vehicle handbooks, ensuring all information contained is correct and up to date, including the contact details for repairs and breakdowns and tyre repairs/replacements.
- To create and maintain computer records for each vehicle.
- To implement customer satisfaction forms to be sent to customers, analyse respondents and report outcomes.
- To collect and file drivers log sheets keeping accurate records of driver activity, miles driven and hours worked. Scanning all log sheets onto the Transports Teams files.
- To keep accurate records to ensure that the drivers have undergone all the appropriate training required.
- To ensure that all information required for Payroll, finance and HR is submitted in a timely manner.

- To build excellent working relationships with drivers, other HFA colleagues, external customers and users of the service.
- To ensure weekly timesheets are completed and submitted in a timely manner.
- To maintain effective records for the service, and keep accurate petty cash records.
- To operate in line with all Health and Safety requirements ensuring all legislation is adhered to in line with operating a community transport service.
- To undertake training and supervision as required.
- To carry out duties with due regard to all other Health for All policies and procedures.
- To undertake any other tasks required to further the aims and objectives of the service.

Health for All – Person Specification

	Essential	Desirable	Shown by
Qualification	<ul style="list-style-type: none"> • Good general level of education. • Educated to GCSE standard pass in English and Maths 	<ul style="list-style-type: none"> • Any other transport qualification which demonstrates extended learning within the transport industry. 	Application form / Interview
Skills	<ul style="list-style-type: none"> • Excellent communication skills both written and verbal, and good telephone manner. • Excellent organisational skills and time management skills. • Good level of IT Skills using Microsoft Office 365 and packages Excel, Power point and Word and working with bespoke databases • Skills in recording information with good attention to detail. • Excellent administration skills. • Excellent customer service skills. 		Application form / Interview / Test
Ability	<ul style="list-style-type: none"> • A proven ability to establish and maintain effective systems, record keeping and controls. • Ability to maintain office filing systems. • Ability to work with a wide range of individuals and communities. • A proven ability to work effectively as part of a team. • The ability to coordinate multiple tasks. • The ability to plan and prioritise own workload and work on own initiative. • A proven ability to work under pressure to strict deadlines. • The ability to liaise effectively and establish positive relationships. • The ability to plan routes and timetables 		Application form / Interview

Health for All – Person Specification – Continued

	Essential	Desirable	Shown by
Experience	<ul style="list-style-type: none"> • Experience of successfully undertaking a broad range of support and administrative duties including scheduling, responding to customers, collating, recording, processing and retrieving information plus routine administrative tasks. • Experience of working as part of a team. And building robust working relationships. • Experience of dealing with telephone enquiries. • Experience of maintaining and using various administrative systems. • Experience of establishing and maintaining effective office systems. 	<ul style="list-style-type: none"> • Working in the voluntary sector paid or unpaid. • Experience working within a Transport or logistics service. • Experience of working within a community transport service to community organisations and groups. • Experience of ensuring mini buses are safe and compliant. • Experience of working with TEAMS IT Systems. 	Application form / Interview
Knowledge	<ul style="list-style-type: none"> • Knowledge of Leeds and surrounding areas. • Knowledge of keeping petty cash records and systems. • Good working knowledge of Microsoft Office packages including email and internet. • Knowledge of general office practices. 	<ul style="list-style-type: none"> • Knowledge of working with TEAMS IT Systems. • Knowledge of other community transport provision in Leeds. 	Application form / Interview
Attitudes and Personal Attributes	<ul style="list-style-type: none"> • Non-judgemental approach, respect for a variety of cultures, religions & lifestyle and a commitment to working in ways which challenge discrimination. • Reliable and trustworthy and committed to the role. • Able to think independently and demonstrate a problem-solving attitude. • Willingness to participate in supervision, training and meetings. • Willingness to work flexibly to meet the needs of the service. • Willingness to work within all Health for All policies. • Willingness to be accountable to Transport Manager 		Application form / Interview

Health for All – Right to work in the UK

In order to comply with the Right to Work in the UK requirements and to confirm your eligibility to work in the UK you will be required to produce one or more of a statutory list of documents.

It is a criminal offence to employ anyone who is not entitled to live or work in the United Kingdom. Applicants can expect us to ask for proof of this at interview stage, where you will be asked to provide some original documentation to confirm that you are eligible to work within the UK.

A photocopy will be taken of the documentation before your interview and will be destroyed in the event that you are unsuccessful in your application. If you are appointed the photocopy of the document confirming your identity will be placed on your personal file.

If you are invited to interview you will need to bring with you ID to prove you are eligible to work in the UK a full list will be sent with the invite to interview letter.

The original document will be returned to you as soon as soon as it has been photocopied.

Documents to be provided to prove the right to work in the UK

List A:

1. A passport (current or expired) showing the holder is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (in either case, whether current or expired) showing that the holder is an Irish citizen.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
5. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
6. A birth or adoption certificate issued in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
7. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
8. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 1:

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 2:

1. A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that the holder has made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Health for All – Policy statement on the recruitment of Ex-offenders

- As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Health for All complies fully with the [code of practice](#) and undertakes to treat all applicants for positions fairly.
- Health for All undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.
- Health for All can only ask an individual to provide details of convictions and cautions that Health for All are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate Police Act Regulations as amended).
- Health for All can only ask an individual about convictions and cautions that are not protected.
- Health for All is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- Health for All actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.
- Health for All select all candidates for interview based on their skills, qualifications and experience.
- An application for a criminal record check is only submitted to DBS once a post has been offered and accepted. For those positions where a criminal record check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.
- Health for All ensures that all those in Health for All who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.
- At interview, or in a separate discussion, Health for All ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- Health for All undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

Health for All - Application Process and safeguarding

Making an Application	Interview and Selection Process
<p>Application form</p> <p>If you wish to be considered for this post please complete the application form providing full details of your education and employment history, including any unpaid or voluntary work. Where there are gaps in your employment please state the reasons why (e.g. gap year, career break, unemployed, etc.). The person specification, provided with the details of the post, lists the essential and desirable criteria against which each application will be assessed at each stage of the Recruitment and Selection Process.</p> <p>You will note that we require details of two referees, one of which must be your current or most recent employer.</p> <p>CVs are not accepted as part of the application process.</p> <p>The use of artificial intelligence (AI) generated answers is strongly discouraged. The use of AI may affect the depth and understanding that is required, to demonstrate successful answers to skills, experience and knowledge-based questions, in our shortlisting process. Your application will be shortlisted by a panel of people against the person specification.</p> <p>Supporting information</p> <p>This section of the form is very important. It gives you an opportunity to explain why you are applying and why you are the best person for this job. Use the job description and person specification as your guide and give specific examples, where possible, to demonstrate how you match the requirements for this post. Please ensure you stick to the word count for each section. These sections will be used for the shortlisting criteria.</p>	<p>Those candidates who meet all the requirements for the post will be short listed and details of the interview programme will be confirmed in writing.</p> <p>As part of the selection process, in addition to assessing your skills and knowledge against the requirements of this role, if the role requires specific questions will be asked at interview to assess your suitability to work with children and vulnerable adults.</p> <p>Under the Disability Discrimination Act 1995 and 2005, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify on the application form. Please contact us if you need to discuss this in any detail. We will consider any reasonable adjustments under the terms of the Disability Discrimination Act to enable an applicant with a disability (as defined under the act) to meet the requirements of the post.</p>

Pre-employment checks	Policies
<p>References</p> <p>If you are offered the post we will take up references, which are listed on your application form. One of your referees must be your current or most recent employer. Two satisfactory references must be received before we confirm any offer of an appointment. The information we request will relate to salary, length of service, skills and abilities, suitability for the job, sickness and disciplinary record. We may ask for additional references if we need to.</p> <p>On receipt of references, your referees may be contacted to verify any discrepancies, anomalies or relevant issues as part of the recruitment verification process.</p> <p>DBS & Disqualification checks</p> <p>Employment at Health for All is subject to DBS check relevant to the role you have been offered. All such checks must be satisfactory before we confirm any offer of appointment.</p> <p>Under the Rehabilitation of Offenders Act 1974 (Exemption Amendment) Order 1986, there are a number of jobs where we must take account of convictions, even though they are 'spent'.</p> <p>However, spent and/or unspent convictions may not necessarily make you unsuitable for appointment. Please ensure you complete the Criminal Record Declaration Form and submit this alongside your completed application form.</p> <p>Validation of Qualifications</p> <p>If you are offered the position and dependent on the role you have been appointed to you will be asked to bring original certificates of relevant essential qualifications. These will be photocopied and kept on file.</p>	<p>Child & vulnerable adults Protection</p> <p>Health for All is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.</p> <p>Code of Conduct and Personal Behaviour</p> <p>Health for All believes that it is essential for standards of conduct at work to be maintained to ensure delivery of quality services and also to protect the well-being of all its employees and beneficiaries.</p> <p>Equal Opportunities</p> <p>We are committed to promoting best practice in our efforts to eliminate discrimination and to create an environment where everyone is treated fairly and with respect.</p>



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Middleton
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Email: recruitment@healthforall.org.uk

Website: www.healthforall.org.uk

<https://www.facebook.com/HFALEEDSUK/>

<https://twitter.com/HealthforAllLds>