



Community Minibus Association (West Sussex)

www.westsussexminibus.org.uk

info@westsussexminibus.org.uk

Charity Registration No 1173818

Date: December 2021

Role: Local Division Co-Ordinator (Pulborough)

The Organisation

The Community Minibus Association was established in 1974 to provide rural transportation services for the benefit of West Sussex residents. As an all-volunteer organisation, we are proud to have been recognised by the Queen's Award for Voluntary Service in 2016.

Operating as West Sussex Minibus, we offer affordable, membership-based minibuses for the community. Our Divisions are based in Ashington, Barnham, Billingshurst, Petworth, Pulborough, Steyning, Storrington and Wisborough Green, from which we run a fleet of 10 modern minibuses.

For individuals, we offer a convenient door to door service, providing both social and practical trips. Our service supports residents in the community to remain active, independent and socially connected.

Membership is also available to Not for Profit and Community Groups who can utilise our minibuses (as affiliate groups) to support their own organisation's activities.

Our mission is to make a positive and lasting contribution to the West Sussex community and its residents.

Our Structure

We have 8 Divisions who manage their own local resources and activities. Each Division has its own management team, led by a designated local coordinator. The Divisions operate independently, but within the overall framework set out by the charity and with support from the centre.

The Trustees have overall oversight for the running of the charity, responsible for the management of the fleet, assisting the Divisions, alongside setting policy and procedures to ensure operational and financial integrity

Our management structure is composed of 3 elements:

- The Divisional Team
- The Management Board, consisting of each Division Local Coordinator, the Trustees and other cross-charity officers (such as Training and Membership)
- The Board of Trustees

The Role

The Local Division Co-Ordinator acts as the lead for their division. They are responsible for determining, providing and adapting minibus services to meet the local need. They work with and supervise a diverse team of volunteers to deliver an effective operation for their designated area. As the central point of contact, they coordinate activities across their division to help shape the service and drive awareness, membership and usage. They are key to ensuring their team is informed, motivated and have the tools needed to perform their roles.

Running a division takes a collaborative team effort and comes with the following shared responsibilities:-

- Develop and continuously improve a compelling and varied service schedule basing trips on member needs and preferences to optimise usage and economic viability of each trip
- Actively seek communication opportunities to drive awareness of the Charity and the services it provides, alongside growing the membership base
- Manage opportunities to work with potential Affiliate groups
- Establish an effective working structure suitable for the size and diversity of the Division, adapting this to changing demand and available resources
- Attract, recruit, onboard and retain volunteers, ensuring roles, duties and organisation service guidelines are clear
- Facilitate and support the opportunity for knowledge and skill sharing so that volunteers feel included and appreciated
- Ensure the organisation's working practices are implemented and adhered to, securing the safety and well-being of both volunteers and users of the service

- Attend local events and create opportunities to fundraise for the Division
- Devise and manage a volunteer rota, considering volunteers needs, whilst securing the required cover for each trip
- Accurately collect and bank funds relating to memberships and usage of the service
- Maintain accurate records of members and users of the service for reporting purposes
- Provide constructive feedback to the Board of Trustees to enable continuous improvement

The Local Division Co-ordinator sits on the Management Board and is responsible for sharing information, data and any risks associated with their division with the Board of Trustees. Management meetings are scheduled throughout the year providing a collaborative forum to work with the Trustees and influence the strategic direction of the Charity.

Volunteering time per week will vary depending on season and size of team in place; currently one day per week. Hours are flexible to suit incumbent.

Experience, Skills and Attributes

The Local Division Coordinator to have a demonstrated passion for supporting the local community and will likely bring experience in:-

- Building and motivating teams
- Excellent communication and relationship building
- Strong organisational skills
- Forward-thinking, actively seeking improvement to processes and services
- Being part of a team focused on developing services for the community

What Will This Role Offer Me?

This role sits at the heart of the Division and is key to driving the service forward for the residents of Pulborough and the broader West Sussex community. It provides the opportunity to make a real difference to the lives of residents and ensure the service thrives into the future. You will be an integral member of a dedicated team, playing an active part in combating isolation and loneliness within your local community. Alongside the benefits to the community is the chance to make new friendships and the personal satisfaction of knowing you are making a real and positive difference in your local area.