



### **Job Description**

**Job Title:** Community Car Scheme Coordinator for Blaenau Gwent – based in Abergavenny/Hybrid

**Responsible to:** Wellbeing Director

**Responsible for:** Volunteers and passengers

**Salary:** £28,681.44 per annum

**Hours:** Full-time, 37.5 hours per week (We are willing to consider applicants who are interested in part-time hours and job-sharing – please indicate your preferences on your application form)

**Annual leave entitlement:** 22 days plus bank & public holidays

**Duration of Post:** Fixed term contract due to reoccurring Project Funding – Current end date 30/09/2026

#### **Job Purpose:**

To co-ordinate and develop the Bridges Community Car Scheme in Blaenau Gwent. Establishing and maintaining supportive relationships with people in the community, their families and carers and working collaboratively with other services and agencies.

This post supports a flexible hybrid work model, with a blend of in-office, field based and home working to ensure inclusivity within Bridges.

There will also be a requirement for some travel across Blaenau Gwent and Monmouthshire.

#### **Main Duties**

1. Ensure the effective day-to-day delivery of the operational needs of the Bridges Community Car Scheme as agreed by Project Manager and funders.
2. To develop and maintain friendly, professional and supportive working relationships with our passengers, volunteers and stakeholders
3. To provide a friendly and professional experience for passenger bookings and enquiries
4. To schedule bookings appropriate to volunteer driver's availability and requirements and to passenger needs
5. To maintain accurate passenger and volunteer records via our Road XS booking system
6. To calculate driver expenses, maintain finance records and ensure the accuracy of the car scheme database
7. Undertake home visits to register new passengers to the Car Scheme and make appropriate decisions regarding the support the scheme can offer in line with the Car Scheme policies and procedures.
8. Provide inductions for all new volunteers to the Community Car Scheme (Drivers and Coordinators)
9. Supervise and support both admin and driver volunteers involved with the car scheme by responding effectively to any queries and concerns. Also providing training in order for them to volunteer effectively and enjoy their time with the project.
10. Manage any problems or concerns related to passengers and volunteers
11. Recruitment of volunteer drivers, working closely with Car Scheme Colleagues and other Bridges projects.
12. Collaborate with other services and agencies to develop and sustain the service; ensuring we receive appropriate passenger referrals to the scheme
13. Submit regular reports as required by the Project Manager to report to funders, Bridges trustees and stakeholders
14. Ensure administration (i.e. Charity Log, Road XS) and financial systems are adhered to, as agreed with the Project Manager

15. Undertake necessary administrative duties to provide evaluation data.
16. Work with partners to develop effective and efficient systems for the Car Scheme e.g. Road XS
17. Ensure all policies and procedures are up to date and in line with GDPR requirements.

**Other Duties:**

1. To act as an ambassador for Bridges raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To attend meetings and training as required.
3. Take all reasonable measures to follow all Health and Safety policies, procedures, and appropriate legislation as applicable, including personal accountability for the safety of self and others at all times.

**Skills Required:**

(Evidenced by qualifications, application and previous experience)

**Essential requirements**

1. Strong interpersonal skills with the ability to deal with passengers and volunteers in a professional and sensitive manner
2. Strong organisational skills with a keen eye for detail
3. Excellent communication skills - showing an ability to communicate clearly and effectively - both oral and written
4. IT literacy with experience of using Microsoft Office packages
5. Conscientious, honest and reliable team player with the ability to build positive working relationships by respecting and valuing others.
6. Ability to organise, plan and prioritise using own initiative, including when under pressure to meet tight deadlines
7. Ability to provide leadership and delegate work to volunteers working on the car scheme
8. Flexibility in relation to working hours and days
9. Ability to work with a wide range of people and volunteers
10. Current driving licence and access to car, you will need to have Business car Insurance to be eligible to claim Travel expenses.
11. A good geographical knowledge of Blaenau Gwent.

**Desirable requirements**

1. Voluntary sector experience
2. Experience in establishing and maintaining empathic, supportive relationships with people in distress, their families and carers
3. Community development experience
4. Knowledge of services for vulnerable adults with experience of analysing and communicating complex information verbally and in writing
5. Experience of working with the public
6. Welsh speaker

**Other Requirements:**

1. A right to work check and a DBS (Cost covered by Bridges) will be required prior to starting within the role.

**The Application Process:**

If you would like to apply for this post, please complete the '**application form**' on Bridges Centre's website.

Please send your completed application by email to [amy.mcdougall@bridgescentre.org.uk](mailto:amy.mcdougall@bridgescentre.org.uk) or by post to:

Amy McDougall (HR Manager)  
Bridges Centre  
Drybridge House  
Monmouth  
NP25 5AS

**The closing date for all applications (by post or email) is Sunday 5<sup>th</sup> October 2025, 4pm.**

*Please note; it is not our organisational policy to provide feedback to candidates who have not been shortlisted for interview.*