



Role Profile

DISPATCHER			
Reference No.	WWW861	Type	Individual
Service	Roads and Transportation		
Job Family	Technical 4	Grade	FC04
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:			
To operate the computerised booking and dispatch system for Fife Bus Services.			
To establish eligibility of people requesting to use Fife Bus Services.			
To be responsible for registering new passengers capturing all relevant data to allow their safe transportation.			
Having a comprehensive knowledge of the problems and sensitivities involved in exploring limitations to movement caused by physical, mental and sensory impairments and arranging any necessary risk assessments.			

Purpose		
To assist the Lead Consultant (DRT) in ensuring the effective organisation and delivery of the dispatch function for Demand Responsive Transport Operations.		
This will include establishing eligibility of potential users, take bookings and schedule vehicles and drivers to ensure the effective and efficient delivery of the Demand Responsive Services using the specialised computerised booking and dispatch system.		
Scheduling all passenger journeys delivering high quality, customer-focussed services.		
Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Experience of working in a front-line customer focussed environment	√	
Direct experience of dispatch in transport operations.		√
MiDAS Certificate		√
D1 Driving Licence as occasional driving/escorting duties may be required		√

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To respond to all telephone, postal and internet/intranet bookings for Fife Bus Services.	Good analytical skills	√	
Ensure prompt dispatch of vehicles and Drivers for Fife Bus Operations ensuring the most cost-effective option is used to provide the transport solution.	Excellent telephone manner	√	
Production of Drivers' Manifests.	Good logistical skills	√	
Handling base to bus communication.	Ability to collate and accurately record data	√	
Dealing with information from driving staff regarding anticipatory care of passengers using the service.	Ability to work collaboratively and flexibly	√	
Occasional driving may be required.	Strong interpersonal skills	√	
Recording and reporting any comments or complaints made by passengers.	Strong verbal communication skills	√	
Liaise with Fleet Services re vehicle availability.	Ability to provide an effective and continuous service	√	
To assess passenger journeys making appropriate changes to accommodate additional bookings.	Experience in Demand Responsive Transport including Accessible Transport for Additional Support Needs school		√
Participating in the development of risk assessment pertaining to both the vehicle and individuals to be transported.	Knowledge of health and safety policy and procedures		√
Adhering to Fife Bus Operating Procedures at all times.	Geographical knowledge of Fife, particularly, areas served or which could be served by DRT.		√
Undertaking all training as directed by the service.	Ability to use Microsoft office and other specialist computer based systems.	√	
Due to the nature of the passengers transported by Fife Bus, the jobholder will also be responsible for dealing with areas of possible conflict being able to care for and deal with other people who may be upset or unwell, difficult, frail, confused or who have special needs. This will require the jobholder to have a calming nature and deal with such			

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situations to an amicable resolve or to refer these on to the Transportation Advisor (DRT]).			
Whilst the jobholder does not have direct supervisory responsibility for others he/she will be required to provide on-the-job familiarisation for new members of staff by acting as a 'buddy'. This can be up to a period of 4 weeks or more, providing on the job knowledge to a new start on all aspects of the Dispatch function.			
Working with the Transportation Advisor (DRT), to maintain an overview of the Unit's activities in order to meet agreed targets by the allocation of resources to meet competing priorities.			
Ability to communicate effectively at all levels.			
Ability to prioritise objectives, meet deadlines and respond positively under pressure.			
Ensure a customer-orientated approach with the emphasis on customer care and a service responsible to public needs presenting a sympathetic and friendly manner whilst ensuring confidentiality.			
Finding solutions to logistical problems can be complex and requires the application of a range of skills and techniques. It is necessary to achieve customer satisfaction.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.