



Job Description

Job title:	Operations and Marketing Officer
Hours:	37.5 hours
Salary:	Salary scale NJC 22(£18907) Pay rise pending.
Pension:	Contribution equivalent to 5% of your salary to your personal pension scheme (after your probation period)
Holiday entitlement:	25 days per annum, plus Bank Holidays, pro rata
Location:	Reading or accessible location negotiable in South of England working either from home or an office to be arranged.
Reporting to:	Commonwheels Director

This post is available as a job share

This post is subject to a 3 month probationary period

Summary of Overall Responsibilities:

Commonwheels is looking for an enthusiastic self starter to be responsible for the smooth running and promotion of the ground breaking Commonwheels operations across the South of England. The post holder will have excellent customer care skills and be flexible to take on a variety of tasks, work out of office hours and travel regularly between the car club locations.

Background

Commonwheels is a new Community Interest Company. It aims to establish an accessible and affordable integrated network of car clubs across the UK through a combination of direct operations and through supporting community groups to set up schemes in their locality.

Car clubs are a great way of enjoying the flexibility of using a car without having to own one. They work like renting a car, but the cars are based locally and can be hired for as little as an hour. Complementary to public transport, walking and cycling, joining a car club gives simple, cheap and efficient access to a variety of vehicles close to your home.

The values held by Commonwheels include: environmental sustainability, the value of community and social justice.

Commonwheels is supported by Carplus, a charity which works with communities, local authorities and partner organisations to support and promote the development of car clubs. The successful candidate will be employed by Carplus.

For more information see www.commonwheels.org.uk.

Tasks and responsibilities

Marketing activity

1. Recruit residents and employers through a variety of promotional activities including face to face engagement, events, press releases, mailings, tapping into community networks and local advertising.
2. Develop partnerships and opportunities for joint marketing where there is potential synergy.
3. Working with the Director to plan and refine the marketing strategy and seek new opportunities.

Members' services and operational admin

4. Working with head office to process membership applications, deal with member queries and insurance issues.
5. Handling enquiries and problems with bookings in conjunction with head office.
6. Building good customer relations through attending monthly member meetings and contributing to e-newsletter bulletins.

Operations

7. Dealing with the car club service at a local level including issues with the vehicle, in-technology or software.
8. Cleaning and maintaining the fleet following a regular routine of checks.
9. Managing the process of repairing vehicles which are damaged through accidents or need other work carry out. Liaising with head office and the insurance company to process claims.
10. Other duties as required by the Co-directors or members of the Carplus Board

Person spec follows

Person specification

Essential Requirements	Desirable Requirements	Information obtained by
Skills and Knowledge		A: Application I : Interview T: Test
Administration and organisational skills		A / I
Time management skills and the ability to work systematically		A / I / T
Good attention to detail to ensure accuracy		A
Excellent verbal and written communication and customer service skills		A / I / T
Ability to take the initiative and work with limited supervision juggling several different types of task		A / I
Computer operating skills and familiarity with Microsoft office systems, particularly Outlook, Excel, and databases (access)		A / I
Awareness of environmental issues	Knowledge of transport issues from an environmental perspective	A / I
Good team working skills		A / I
Experience, Qualifications and training		
A level qualifications		A
A clean driving licence	Experience of car leasing or insurance fields. Experience of basic car maintenance.	A / I
Experience of running promotional activities, events and selling to the public / business		A / I
Experience of dealing with a variety of external contacts eg: insurance companies / printers / journalists / community groups / Local authorities		A / I
Other aspects		
Willingness to adhere to and support an environmental policy and equal opportunities policy		A
Willingness to travel regularly across the south of England and work out of hours with appropriate time off in lieu.		A

If you require further information please call the office on 0845 478 6396, or email us at info@commonwheels.org.uk