



Job Purpose:

To support Vectare’s Client Services, Operations, Marketing and Service Delivery teams with the planning, management and operational delivery of passenger transport services across the UK.

Job Location:

Based at our Loughborough Head Office, with some travel across the UK and occasional remote working.

Line Manager(s):

Dominic Kalantary and Peter Nathanail, Directors

About Vectare:

Vectare is a disruptive, innovative, technology-driven transport start-up. We use our bespoke technology to deliver excellent home to school and corporate transport services to fifty independent schools across the UK and a range of blue-chip corporate clients. We also operate local bus, Park and Ride and demand responsive transport services on behalf of local authorities across the Midlands and the East of England.

Our mission is to deliver excellent road passenger transport to all who require it. We want to see bus and coach travel be a mode that people choose to use rather than just being the mode of last resort.

We’re a young company, founded in 2016, which means we’re innovative, agile and a fun place to work. Our small team works to the highest standards and we expect everybody to focus on high quality service delivery and attention to detail. Guidance will be provided throughout your time on placement with us by our experienced management team. You’ll work closely with our Directors, and you’ll have much more access to, and insight from, these senior leaders than you would get in a larger business.



At Vectare, we believe very strongly in valuing our staff, both as people and for the contribution that they can make to all levels of the business. This means that we'll treat you with respect, and we'll expect you to extend that same respect to everybody who you work with, at all levels of the business. We don't recognise the concept of somebody being 'just a placement student' – instead, we recognise each person as somebody with a specific skillset who does a job that aligns with that skillset.

Directors will frequently ask your opinion about high-level business decisions, and equally we'll want and expect you to speak up if you think of something that we could be doing better. Feedback is an essential part of our culture, and as such we need you to feel confident about sharing your opinions with senior management - this is very important for our business growth.

Main duties of the role:

Client Services / Stakeholder Engagement

- Build and maintain relationships with key clients, and be the first point of contact for clients, including schools and local authorities, logging and resolving / referring issues that are raised.
- Record and follow up operational action points raised by clients, liaising with other Vectare departments to ensure that action points are completed, and improvements are made where necessary, and then re-communicating updates to all stakeholders.

Client Mobilisation

- Work with newly acquired clients to support their onboarding to the Vectare platform.
- Train client and subcontractor staff in the use of the Vectare software suite.
- Record bespoke client requests made during mobilisation and work with various departments within the business to ensure that these requests are implemented, and then communicate updates back to the client.

Business Development

- Work alongside the Commercial Manager and Commercial and Operations Director to prepare documentation for tendering exercises, developing bid writing and public sector engagement skills.
- Visit potential clients, and participate in virtual meetings, to present the benefits of Vectare as an organisation and raise our profile, to generate additional work.



- Directly impact key development decisions, and contribute ideas that are heard and implemented, to improve the efficiency of the business

Daily Management of Transport Operations

- Use Vectare technology to monitor bus, coach and minibus services via GPS tracking, proactively identifying delays / disruption and communicating these to customers via email, text message and online updates.
- Handle customer enquiries by email and telephone – keeping parents, students and schools up to date when disruption occurs.
- Monitor compliance with contract conditions and ensure that the standard of service delivery that we offer is optimised.
- Record and follow up operational action points identified during routine monitoring, liaising with other Vectare departments to ensure that action points are completed, and improvements are made where necessary.
- Gain experience of operations based situations in a fast-paced and dynamic environment.

We work closely with over 50 independent schools around the United Kingdom and in this role you will be the first point of contact to the senior management teams. This could range from resolving parental enquiries, to advising clients on the profitability of key transport decisions.

About You:

To fit in and be successful at Vectare, you'll need to be an enthusiastic individual who can confidently answer 'yes' to all these questions:

- Do I work well independently, and as part of a team?
- Am I a good communicator, in person, over the phone and in writing?
- Can I work on my own initiative, and use discretion and autonomy to solve problems proactively and compassionately?
- Am I innovative? Do I often come up with creative solutions to problems, rather than just implementing other people's solutions?
- Have I got excellent attention to detail?
- Am I able to spot problems and notice when things aren't quite right? Can I create solutions to these problems using my own initiative?



- Can I be flexible, calm under pressure and able to cope with a fast pace of change?
- Am I good at logistics, and capable of coordinating things?
- Am I able to manage multiple responsibilities at once by focusing on one task whilst keeping track of others?
- Do I want to take the lead on the delivery of projects, being given independence and authority to make decisions and deliver results?

You will be exposed to varying elements of the transport industry, but no previous experience is required to develop your interest. We will provide full training and support during your placement, and there will also be the opportunity to complete industry-related qualifications.

To be considered for this position you must have a full, manual category B (car) driving license and the unrestricted right to live and work in the UK without sponsorship.

Placement Length:

45 weeks, but optional extension beyond this through to the start of the employee's final year at university, by mutual agreement.

Remuneration Package:

Industry leading salary of £18,000 - £20,000 per annum (pro-rata to placement length).

We also offer:

- 20 days Annual Leave plus statutory Bank Holidays
- Defined contribution company pension scheme
- Perkbox healthcare and high street discounts scheme
- Apple iPhone and Macbook for work and personal use
- Open management culture and flexible working opportunities

To apply for this role, please email: jobs@vectare.co.uk

