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| **Department** | **PEOPLE SERVICES** |
| **Job Title** | **TRANSPORT ADMINISTRATOR** |
| **Grade** | **Grade 3** |
| **Primary Purpose of Job** | **To assist the Vulnerable Persons Transport management and supervisory team to do everything possible to ensure the Department fulfils its primary purpose both effectively and efficiently.** |
| **Reporting To Staffing** | **Shift Supervisor** |
| **Responsibilities** | **The provision of an effective and efficient administration and reception support service within own area of service.**  **Support and maintain the use of information technology systems and software** |

**Main Duties**

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| **1** | To provide support to the users of Business Support services |
| **2** | To work effectively with other team members to help support and improve the work of the team. |
| **3** | To plan, organise and develop your work to meet specified requirements and deadlines.in preparing a range of documents, and contractual documentation.. |
| **4** | To record, store and supply information and maintain current and archive contractual documentation. |
| **5** | To communicate information using systems available and notify people and staff involved. |
| **6** | To support and maintain the use of information systems including data bases |
| **7** | To assist in designing, creating and producing a range of documents from various sources to specified deadlines |
| **8** | To photocopy, re-produce, distribute and process documents |
| **9** | To develpp customer relationships, liaising closely with the Transport Commisioning Department to provide a reliable cost effective transport service. |
| **10** | To receive, sort and co-ordinate the distribution of mail, including ordering and distributing specified goods and services. |
| **11** | To assist in the provision of a safe transportation service for passengers with special needs as appropriate, deal effectively with difficult passengers. |
| **12** | To maintain financial information and records. |
| **13** | To contribute to the arrangement and setting up of meetings, attending meetings to take notes and produce appropriate documentation. |
| **14** | To attend meetings to take notes/minutes and produce appropriate final documentation |
| **15** | Identify and prioritise regular and ad hoc tasks. Recognise changes in priority and reschedule work accordingly and ensue unexpected events are provided for with a flexible plan. |
| **16** | To assist in the receipt, recording,, monitoring and making payments e.g. petty cash. |

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| **Date Job Description prepared/updated:** | **Jan 2019** |

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| **Job Description prepared by:** | **D Mulvaney** |



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| **Department** | | | | **PEOPLE SERVICES** | | |
| **Job Title** | | | | **TRANSPORT ADMINISTRATOR**  **(PART TIME 20 HOURS PER WEEK)** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | To be able to provide support to users of administrative services and contribute to the review of this support | | | | | Application/Interview |
| 2. | To be able to develop and maintain effective working relationships and respond appropriately to the needs of colleagues and customers | | | | | Interview |
| 3. | To be able to work as part of a team | | | | | Application/Interview |
| 4. | To have the ability to plan, organise and prioritise workloads | | | | | Application/Interview |
| 5. | To have the ability to work under pressure and to meet deadlines | | | | | Application/Interview |
| 6. | To have the ability to input, search, store, retrieve and supply information from a variety of sources | | | | | Interview |
| 7. | To produce documents from various sources using a range of software | | | | | Keyboard Exercise |
| 8. | To demonstrate an ability to arrange and, where necessary, attend meetings to take minutes | | | | | Interview/Exercise |
| 9. | To be able to order, maintain and distribute specified goods and services | | | | | Application |
| 10. | To demonstratethe ability to handle cash and be able to record and monitor payments in line with financial procedures. | | | | | Application/Interview |
| 11. | To be able to produce work schedules for transport staff under the direction of the team leader. | | | | | Application/Interview |
| 12. | To be able to cover and carry out Passenger Assistant duties as required. | | | | | Application Form/Interview |
| 13. | To be able to co ordinate Passenger Assistants or Drivers to undertake particular duties and cover absences to enure appropriate allocation of staff to cover the service. | | | | | Application Form/Interview |
| 12. | Competencies – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2 Experience/Qualifications/Training etc** | | | | | | |
| 1. | | NVQ Administration Level 2 or word processing/typing qualification to level 2 or NVQ Customer Service Level 2. ECDL or willing to undertake ECDL training | | | Application/Certificate | |
| 2. | | Experience of using a range of computer software packages to produce accurate, well-presented documents | | | Application/Interview/  Exercise | |
| 3. | | An understanding of people with physical and learning disabilities. | | | Interview | |
| 4.. | | Willingness to train to achieve appropriate qulifications such as First Aid, Passenger Handling | | | Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Bolton Council is a smoke free employer | | | Interview | |
| 2. | | The nature and demands of the post holder’s time are not always predictable and there will be an expectation that work may be required outside normal hours from time to time | | | Interview | |
| 3 | | On occasions you will be required to work across a number of locations | | | Interview | |
| 4. | | This post is subject to [an enhanced disclosure from the Disclosure & Barring Service | | | Application Form  Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Evidence of continuous development | | Application |
| 2. | Evidence of maintaining information systems | | Application |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Experience of working in a reception area or a Word Processing Level 3 or Typing Level 3 qualification | | Application/Certificate |

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| **Date Person Specification prepared/updated:** | **Jan 2019** |
| **Person Specification prepared by:** | **D Mulvaney** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.