

JOB DESCRIPTION

Job Title: Transport Operations & Logistics Administrator

Directorate & Section/Unit: Economy & Infrastructure, Transport Operations

Reporting to: Transport Contracts and Operations Manager

Responsible for: Operations and Logistical Administration

Salary Grade: Scale 4

DMA Management Level: 0

DMA Span of Control (Direct Reports): 0

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To oversee all financial processes and the associated functions within the Transport Operations and Logistics department including suppliers, invoicing, debtor accounts, Purchase Orders and payments
- To provide administrative support to Transport Operations & Logistics Team and to deputise for the department as and when required
- To review and develop service area opportunities and improvements to maximise the departments operational abilities
- To provide support for Drivers and Passenger Assistants

Main Activities & Responsibilities:

- To undertake all financial processes and procedures within the Transport Operations department including raising Purchase Orders, Reconciliation, invoicing and card payments
- To recharge hire vehicles and to produce, process and manage monthly journals to a value of circa £20k
- To monitor, report and record accurate financial budgeting and allocation for the Transport Operations department
- To coordinate emergency provision for drivers and passenger assistants during breakdowns and / or sickness / adverse weather events and unplanned incidents
- To regularly review administrative and financial processes and procedures to identify service area improvements and implement, coordinate and monitor progress
- To deputise for the Transport Operations department as and when required
- To assist in project and development work carried out within the team as appropriate.
- To be responsible for day-to-day administration of projects, including organisation of specific events
- To extract, manipulate, collate, analyse and present information as required on the financial and administrative functions of the Service area
- To produce reports and management information as required and to distribute information to colleagues, Teams and Senior Management as required
- To provide training for personnel on 'Self Service' systems to enable claims for mileage, expenses and annual leave and hours

- To ensure systems and databases are maintained, monitored and accurate
- To assist in the production of a regular newsletters and personnel updates as required
- To undertake, monitor, maintain and assist in developing appropriate financial systems to ensure maximum efficiency and the smooth running of the Service and to contribute to its effective administration
- To maintaining budgets & accounts to ensure accurate reporting ensuring goods and services are accrued in the right financial years and that auditor requests are met in a timely manner
- To check and assist in the banking of all ticket income and maintain accurate records and filing systems
- To monitor and provide regular detailed financial reports
- To process and review relevant coding and authorisations ensuring correct approval against financial systems and databases

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

Author: Pete Smith

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PERSON SPECIFICATION

Job Title: Transport Operations and Logistics Administrator
Directorate & Section/Unit: Economy & Infrastructure, Transport Operations
Salary Grade: Scale 4

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of working within an administrative or financial role - processing, creating and managing associated documents and reports
- Considerable experience of using and managing administrative and / or financial systems and databases
- Considerable experience of dealing with members of the public, subcontractors and other officers involved in the overall delivery of Council Fleet Services
- Demonstrable experience of delivering training practices and materials in processes, systems and functions for maximum operational efficiency
- Demonstrable experience of working within a responsive and customer focussed environment
- Demonstrable experience of producing reports and summaries
- Demonstrable experience of health and safety processes and procedures

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Detailed knowledge of administrative and financial processes and procedures
- Detailed knowledge of using IT packages and software systems - such Microsoft packages and E5
- Detailed knowledge of engaging with stakeholders, members of the public, subcontractors and other officers involved in the overall delivery of Council Fleet Services
- Working knowledge of delivering training and associated materials to a variety of personnel for maximum operational efficiency
- Working knowledge of maintaining systems and records
- Working knowledge of working within a customer focussed and responsive operational environment
- Working knowledge of creating reports and summaries for audiences
- Working knowledge of health and safety practices and procedures
- Good communication skills, oral and written
- Ability to convey and record information accurately and
- Ability to prioritise own workload to meet the customer requirements
- Good literacy and numeracy skills
- A methodical approach to working practices with the ability to work on own initiative.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A Level 2 qualification or compensatory experience

It is **desirable** that the post holder has:

- A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office