

Post title	Transport Support Senior Administrator
Directorate	Place
Service	Network Management and Enforcement, Operational Services
Responsible To	Transport Support Officer
Number of post holders	6
Acting up/ Secondment	No

Purpose of Job

The Transport Support team provides comprehensive and flexible Transport support across the corporate functions and the Network Management and Enforcement. The Transport Support Senior Administrator will support the Transport Support Officer with day to day supervision of the support roles and ensuring that support is delivered to our customers and service users.

The What - Major Tasks/Job activities

- Provide a reliable Transport support service through a variety of formats including; telephone, face to face, email, and online.
- Supervise work tasks and work schedules for Transport Support staff and Modern Apprentices.
- Work proactively to facilitate Transport support to the full range of services and activities.
- Develop customer relationships (internal and external) to support Transport support and maintain a high standard of service delivery to customers.
- Deliver Transport support to customers and service users within the operating principles for Transport support.
- Work within a team of Transport support staff dealing with customer's issues and service requests through provision of information, administrative support or progressing requests to wider council services.
- Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.
- Use appropriate systems to process service requests or updates for wider council services.
- In conjunction with Transport support staff promote an integrated and consistent Council-wide approach to Transport support services supported by the appropriate governance arrangements and processes.
- Work with Transport Support staff and key stakeholders to support new initiatives and the strategic direction of the Council and ensuring that all Transport support services are planned in a consistent manner in accordance with the Council's strategic objectives.
- Identify and evaluate the risks associated with customer contact services and take appropriate action to control / mitigate the risks.

The How - Knowledge and Skills (E.g. Creativity & Innovation, contacts & relationships, Decision Making)

- The post will require knowledge and skills in a range of Transport support tasks at SVQ 3 (or equivalent).
- A broad knowledge of local government and other relevant legislation and Council Policy related to the service areas being supported, relevant computer systems and an understanding of Transport support.
- The post should be able to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information.
- Experience of working in an office environment with a demonstrated ability to meet targets is essential.
- Under the direction of the Transport Support Officer and other senior staff, the post will support the delivery of the Council's Transport support services.
- The post will require creativity in solving a range of customer contact problems and issues.
- The post will be required to develop processes to improve service standards.
- The Transport Support Senior Administrator will be expected to liaise regularly and have ongoing contact with members of the public dealing with their various enquiries about Council services.
- The post will be required to develop an understanding of the services being delivered and supported by Transport support services.
- The post will have a range of contacts, both internal and external, reflecting the varied nature and diversity of Council services and will resolve a range of issues some of which will be complex or contentious.
- The post will represent the Council to a range of external stakeholders, and should present a positive impression of the Council.
- The post will make a range of decisions relating to the provision of Transport support services.
- The post will resolve issues relating to service provision.
- The post will ensure relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately.
- The post will ensure; all relevant details are accurately collated and recorded, locate information required, and provide clear and comprehensive responses which meet the needs of customers.
- The post determines the most appropriate method of dealing with customers and ensures that the enquiry is dealt with appropriately.
- The post ensures that work is kept up to date and work is prioritised.

Environment (Work Demands, physical demands, working conditions, work context)

- The post may work with minimal supervision and will be responsible to Transport Support Officer.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.
- The post will be expected to handle and manage conflicting priorities and challenging situations following appropriate guidelines and procedures.

Supervision and Management of People (Numbers and type of staff)

- The Transport Support Senior Administrator will support the Transport Support Officer with the day to day supervision of up to 15 Transport support roles and deputise in the absence of the Transport Support Officer.

Resources

- The post will have shared responsibility for a number of systems and data.
- The post ensures that all data, records, and systems are kept up to date, ensuring that all relevant details are accurately collated and recorded.

Health and Safety (do not alter the wording of this section)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).