LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	**Operational Admin Officer**	Grade:	**Sc6**
Reports to (Designation):	**Operational Admin Manager**	Grade:	**PO1**
Directorate:	**Corporate Services**	Section:	**Passenger Services**

Main Purpose of the job:

To provide high quality operational administrative support for Passenger Services.

Summary of Responsibilities and Personal Duties:

Key Responsibilities:

Carry out administrative functions in the following areas:

1. Be responsible for data input and maintenance of records as necessary, including records of PCNs, parents/carers not ready/home, staff appointments etc.

2. Support the maintenance of databases for Passenger Services, used for scheduling, time management, and annual leave (Vision Time database), preparing and collating reports for managers as required.

3. Support the maintaining of accurate records for Passenger Services, including logging Training Certificates, Tachogragh Infringements & Driver Cards, LBL Driving Tests and Driver CPC Cards.

4. Be the first line of response to incoming telephone, email and written communications, logging as necessary, and act as reception to all frontline service staff (approx 130).

5. Communicating as necessary by written or verbal means with customers, clients, staff and partner organisations and liaising as necessary with officers of client departments.

6. Advise and instruct driving and attendant staff as necessary, assisting with the maintenance of radio and phone communications with vehicles and acting as necessary in response to messages received.

7. Being the first point of call for staff and customers in relation to any problems which may arise.

8. Provide a main reception point for Passenger Services, dealing with members of the public, visitors and contractors ensuring adherence to protocols and procedures.

9. Provide support to Operations Managers in resolving operational problems and service disruptions, on a daily basis, with due regard to the needs of service users, their disabilities and any special arrangements.

10. Support Operations Managers in the administration of the Routewise database, and the allocation of staff on a daily basis to ensure all work commitments are covered.

11. Responsible for the daily monitoring of rounds books and customer registers to ensure their safe return and secure storage in accordance with Data Protection requirements.

12. Responsible for the daily monitoring of vehicle keys to ensure their safe return and secure storage.

13. Maintaining records of vehicle inspections and defects, tachograph records and monitoring the accurate completion of vehicle sheets, identifying any omissions or discrepancies, as required by Senior Managers and periodic audits, in accordance with DVSA requirements.

14. Be responsible for changes to transport requirements and amendments to rounds from drivers, customers, Travel Co-ordination Team, and others as required ensuring that database is updated accordingly.

15. Be responsible for the issue of workwear/PPE to staff as required by the service, and keep accurate records of issued PPE.

16. Be responsible for ensuring that new and existing staff have valid ID/clock-in cards, in conjunction with supplier.

17. Be responsible for the issue of stock for stationery and other office related goods as required.

18. Prepare staff induction packs and other training materials on behalf of the service.

19. Prepare conference room and supply refreshments at meetings as requested.

20. Preparation of pre-invoice details and advices to customers and suppliers.

21. Checking accuracy of invoices as required by Managers.

22. Relay costings for private hire and other transport amendments.

23. Communicate with prospective customers concerning private hire vehicle operations.

24. Receiving and logging of service communications, including complaints and production of statistics.

25. Maintain incident and accident logs, ensuring all are reported and recorded accurately.

26. Attend meetings and act as note/minute taker.

27. Assisting with the administration of staff training and maintaining of accurate records of training undertaken.

28. Arrange training as necessary for staff to fulfil their duties and manage accurate records of training undertaken.

29. Attend training as required.

30. Work flexibly as part of a rota between the hours of 7am and 6pm.

31. Drive or attend on Passenger Services rounds in an emergency situation.

EQUAL OPPORTUNITIES

32. Carry out the responsibilities of the post with due regard to the Council's core values, equal opportunities policies and the Directorate's goals.

Internal Contacts: These include

External Contacts: This will include

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: **N/A**

Title:	Grade	No of posts

Number of partially managed staff: **N/A**

Title:	Grade	No of posts

PERSON SPECIFICATION

JOB TITLE: **Operational Admin Officer** **POST NO: ???**

DEPARTMENT: **Passenger Services** **GRADE: Sc6**

Note to Candidates
The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies.

Awareness of Equal Opportunities issues. **S**

Able to carry out duties within the equal opportunities framework including delivery of services for citizens who need extra assistance.

Knowledge

Good understanding of the role of the local authority

Working knowledge within one or more of the following areas: Passenger transport Operations, Education transport, Community Services **S**

Working knowledge of O'Licence operations and related regulations (DVSA) **S**

Aptitude

Ability to ensure timescales are met

Ability to work under pressure and multi task

Skills

Sound keyboard skills **S**

Numeracy and literacy skills

Good telephone manner **S**

Able to work with a variety of people in a continuously changing environment **S**

Able to work as part of a team contributing to the organisations overall objectives

Able to work quickly and accurately

Experience

Experience of an office environment – preferably in an operational area **S**

General Education

Sound general education

Personal Qualities

Able to use own initiative but to identify when it is necessary to seek advice/refer matter to senior officer

Able to maintain good personal relationships across the Council and outside **S**

Circumstances

Able to work outside normal office hours to provide cover as required during the operational hours of the service **S**

DBS Disclosure Required? No ☐ **Basic** ☐ **Enhanced** ☒

(Tick as appropriate – guidance available from your HR Advisor)

Physical
Generally candidates must meet the standard Lewisham requirements for the post

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