

PERSON SPECIFICATION

Post: Transport Administrator	JD Reference:
Grade: 4 (indicative)	Service: Business & Projects

Type of knowledge	What is the (highest) level needed?	Type of experience required	Qualification – ONLY if an essential requirement
Technical or Specialist Knowledge	Microsoft Excel, Word, Outlook, Teams, Power Point go-too VOC system & CATTs for Booking procedures.	A good working knowledge of the various applications to operate efficiently whilst dealing with customers including the operation of the Flexi Transport system. Induction and probation period training	
Theories, Techniques, Concepts	A high level of customer service techniques & ability to deal with public.	Knowledge of process of concessionary passes and the qualifying criteria for the public.	
Procedures, Policies, Legislation, Organisational Structures	GDPR Health & Safety Complaints Procedure	Knowledge of what information needs to be confidentially maintained /stored. General H & S procedure in emergencies e.g. breakdowns	
Operation of Equipment and Machinery	Ability to accurately record information on databases and other bespoke IT equipment whilst taking calls.	Use of relevant IT e.g., Microsoft packages, CATSS, VOC & email.	Advanced ECDL or equivalent experience and ability.
Literacy & Numeracy	Production of statistical information, Using email for responses; producing covering letters, answering queries on text, phone and by email.	Ability to record details of residents and collate statistical data. Minimum 6 months in post in an administration role	GCSE C or above in English and Maths. NVQ2 Business Administration or working towards.
Languages, inc. Foreign and Sign Language	N/A	A good working knowledge of the various applications to operate efficiently whilst dealing with customers including the operation of the Flexi Transport system. Induction and probation period training	
Supervisory and Management Experience, inc. Number of Years of Experience Required	N/A	Knowledge of process of concessionary passes and the qualifying criteria for the public.	

The Company is committed to supporting people with disabilities and will make reasonable adjustments to the above requirements to enable a disabled person to do the job effectively.