

# **Administrator Job Description**

**Reports to:** Staff Manager

## **Equal Opportunities**

HCT Group Operations CIC is a part of the HCT Group and is committed to equality of opportunities both as an employer and a membership organisation.

HCT Group undertakes not to discriminate either directly or indirectly against individuals or groups of people on the basis of race, ethnic origin, nationality, gender, age, physical or mental disability, sexuality, marital status, religious beliefs, AIDS and HIV status.

## **The Company**

HCT Group is a social enterprise in the transport industry, safely providing over 30 million passenger trips on our buses every year. We deliver a range of transport services – from London red buses to social services transport, from school transport to whole transport networks. We reinvest the profits from our commercial work into community transport services or projects in the communities we serve.

## **Purpose of Role**

This role is responsible for supporting the Senior Staff Manager and the other Staff Managers to deliver an efficient and reliable bus service through effective management of administrative duties to support the business.

## **Role Accountabilities**

- To undertake general administrative duties in operations and human resources.
- To undertake receptionist duties and to respond to telephone queries including managing and responding to complaints.
- To provide administrative support to the management team.
- Adhere to GDPR.
- Take notes during disciplinary meetings and grievances.
- Uniform management for all staff.
- Invoicing and producing PO's
- Managing external and internal driver's assessment
- Ordering and managing PPE equipment
- Allocating PCN's to relevant Depots and settling payments
- Informing drivers to reimburse PCN costs
- Minutes for internal meeting.
- Complying monthly newsletter/communication

## **Line management**

None

## **Special Working Conditions**

This role will be based at Hackney, Ash Grove depot.

## **Company Responsibilities**

- To undertake any additional duties at the request of your line manager, which are deemed to be within your competency.
- To adhere to all HCT Group policies and procedures.
- To undertake any training and development activities at the request of your line manager.
- To comply with all HCT Group Injury Prevention policies and support new initiatives.

## **Health and Safety Responsibilities**

- To comply with the HCT Group Health and Safety Policy.
- To take reasonable care for your own health and safety.
- Not to interfere with or misuse anything that has been provided for your health, safety or welfare.
- To take reasonable care not to put other people, fellow employees and members of the public, at risk by what you do or don't do in the course of your work.
- To co-operate with your employer, making sure you understand and follow the company's health and safety policies;
- To inform your employer if something happens that might affect your ability to work.
- To report to the Regional Director any injury, collision, dangerous occurrence or a near miss in which you were involved, or are aware of having taken place at your place of work, or any concern regarding any health or safety issue;
- If you drive or operate machinery, to tell your employer if you take medication that makes you drowsy;
- To report any injuries, strains or illnesses you suffer as a result of doing your job;
- To report immediately any hazard, faulty equipment or health and safety concern and ensure action is taken to make the hazard safe.

## **Environmental Responsibilities**

- To comply with HCT Group Environmental Policy;
- To ensure waste is segregated appropriately to maximize recycling;
- To ensure energy is not wasted by switching off lights and office equipment when not needed; and
- To report to the Regional Director any environmental incident or near miss in which you were involved, or are aware of having taken place at your place of work, or any concern regarding any environmental issue.

## **PERSON SPECIFICATION**

### **Essential criteria**

- Excellent IT skills including Word, Excel, Outlook and database software.
- Able to meet deadlines and work under pressure
- Able to communicate clearly and timely at all levels
- Attention to detail
- Knowledge of Employment legislation
- Numerate and the ability to communicate information in a detailed manner at all levels to non-specialised staff
- Ability to work flexibly
- Ability to work with colleagues in a collaborative manner
- Experience of maintaining administrative systems.
- Proactive and forward thinking “hands on can do attitude” with good people management skills.
- To undertake any other duties commensurate with your abilities.

Signed ..... Date .....

This job description will be reviewed within 6 months