



hct group

Prepared by:	Jimmy Sommerville
Date:	08/03/2019
Version	1

Job Description			
Post Job Title:		Administrator	Reports To Job Title: General Manager
Location:		CT Plus	Depot Based Bristol
Grade:			Safety Status: Applicable
Job Family:		Operations	
1.	Purpose of the Job		
1.1	Reporting to the General Manager with the day to day responsibility for the support of the Operations, Engineering and HR Team to deliver a high quality customer focused service across all CT Plus routes. Key responsibilities of the post will include preparing and modifying documents including correspondence, reports, drafts, memos and emails. The post holder will be providing general administrative and clerical support as directed by the General Manager across a varied area of work. The post will involve the timely and accurate recording of computer and paper-based records.		
2.	Key Accountabilities		KPI *
2.1	Support the General Manager with the administration of the engineering function. Ensure administration systems are maintained to meet company Operators' licence, Engineering policy and statutory law requirements.	Reliability/Performance Profit/Cost Control Safety People Development	
2.2	To manage the ordering and ensuring the timely delivery of vehicle spares requirements.	Safety standards Legal compliance	
2.3	To undertake any other duties commensurate	Performance	
2.4	To provide timely management reports on the performance of the engineering function both financial and efficiency.	Performance/Reliability Audit Results	
2.5	To assist in the preparation of maintenance plans and programming	Legal compliance	
2.6	To assist in the preparation of outside agencies coming on site	Performance/Reliability Compliance	
2.8	To maintain vehicle documentation	Legal compliance	
2.9	To administer vehicle licensing ensuring vehicles are legal at all times.	Legal compliance	
2.10	To manage the fuel computer system and report back on fuel usage data.	Reliability/Performance Profit/Cost Control	
2.11	Working practices should be undertaken in accordance with Health and Safety and Environmental regulations and safety within the Depot reviewed on a regular basis to ensure the Health and Safety of all employees under your control as far is reasonable possible.	Safety standards Legal compliance	
2.12	Support the depot to deliver administrative services.	Performance/Reliability Compliance	
2.13	Provide administrative support with complaints management, preparing for interviews with drivers, contacting complaints and other management support.	Performance/ Compliance	
2.14	Provide HR administrative support to managers for interviews and investigations.	Performance/ Compliance	
2.15	Ordering and maintaining a good supply of stationary and equipment for all areas of the operations team.	Performance	
2.16	Data entry using database systems e.g. Freeway, OmniDas, Driver Licences, Driver Risk Rating, HR systems.	Performance / Legal Compliance	
2.17	Provide administrative support to the General Manager as and when required.	Performance	
2.18	Be responsible for lost property.	Performance/ Compliance	
2.19	Responsible for petty cash in the absence of the Business Support Manager.	Performance/ Compliance	
2.20	Maintain all Bristol notice boards and intranet ensuring all data is relevant and up to date.	Performance/ Compliance	

2.21	Ordering cleaning and canteen supplies.	Performance/ Compliance
2.22	Take and collect staff applications for Bus Passes.	Performance/ Compliance
2.23	Respond and reply to customer complaints	Performance/ Compliance
2.24	Maintain driver's personnel files.	Performance/ Compliance
2.25	Raise Purchase Orders through Freeway to include engineering parts.	Reliability/Performance Profit/Cost Control
2.26	To assist the General Manager in managing engineering stores and stock.	Reliability/Performance Profit/Cost Control
2.27	To assist in maintaining records for earned recognition	Performance / Legal Compliance / Audit Results
3.	Role Dimensions	
Financial		Non-Financial
Budgetary responsibility		Systems maintenance
4. Main Contacts (External/Internal)*		
Who	Frequency	Purpose
General Manager	As required	To report on performance
Staff Operations Manager	As required	To optimise procurement and operations efficiency
External Stakeholders	As required	Clarification and confirmation of related issues
5. Experience, Knowledge & Qualifications Required		
5.1	Understanding of the road passenger transport sector.	
5.2	Numerate and the ability to communicate information in a detailed manner at all levels to non-specialised staff	
5.3	Ability to work flexibly	
5.5	Ability to work with colleagues in a collaborative manner	
5.6	Excellent IT skills including Word, Excel, Outlook and database software.	
5.7	Experience of maintaining administrative systems.	
5.8	Proactive and forward thinking "hands on can do attitude" with good people management skills.	
5.9	To undertake any other duties commensurate	
6.	Health & Safety Responsibility	
6.1	Have a duty of care for the health and safety of yourself and your colleagues at all times, including a duty to report unsafe acts or omissions to safety. You should always follow all safety instructions in respect of how you undertake your role within the Business.	
6.2	Maintain a safe place of work for all employees and others to ensure that workplace safety is maintained.	
7.	Safety Critical	
7.1	Comply with all company policies including the Safety and Environmental Policy Statements and Drugs and Alcohol Policy.	
7.2	Be aware of the fire and emergency arrangements for each location visited.	
8.	Authority	
Authorised By:	Jimmy Sommerville	
Date:	08/03/2019	

