

JOB DESCRIPTION

Role Title	Team Assistant		
Directorate	Delivery		
Teams	Transport		
Grade	5		
Line Manager	Regional Account Manager		
Job Purpose	The post holder will support the successful delivery of the Department for Transport (DfT) funded transport workplan providing support to the Senior Account Manager, Fleet Consultants, and Regional Account Managers by carrying out financial processes, maintaining records of customers, activity and results, responding to customers' enquiries and compiling monthly reports.		
Resource Management Responsibilities	Budget/ Equipment Accountabilities	People (EST) Accountability	Contractor Accountability
none	none	none	none
Critical Accountabilities (between 4-8)	<u>Transport</u> <ul style="list-style-type: none"> • First point of contact for transport programme clients and enquiries. Jointly responsible for managing shared email inbox, responding to commonly asked questions about fleet advice and local government support programme. Liaising with clients who have expressed an interest in fleet advice or local government support. • Administering programme finances: setting up new suppliers on finance systems, raising and tracking purchase orders and processing Goods Received Notes (GRN) and invoices. Also raising monthly claim letter to DfT. 		

	<ul style="list-style-type: none">• Provision of office-based support to field and home-based staff to help free up consultants as much as possible to focus on client-facing and delivery activities.• Maintaining accurate records on fleet advice and local authority action plans on shared file drive and on the Customer Relationship Management (CRM) system. To ensure work is conducted as efficiently as possible and that data is correct and up-to-date.• Basic data presentation and analysis including running vehicle registration lists through number look-up database system and populating data analysis spreadsheets.• Compiling and editing inputs from different work streams to the monthly report for the main programme funder, DfT. Assisting with layout and writing of other reports and funding bids as required.• To assist with event management and hosting: compiling invitee and delegate lists, answering delegate enquiries, managing awards application process and collating feedback.• Carry out administration other administrative tasks as required on behalf of Senior Account Manager.
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Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiating skills			•	
Business Sense				•
Delivering results				•
Knowledge and expertise				•
Customer Focus			•	
Managing Change				•
Managing People				n/a
Team Working			•	
Knowledge, skills and qualifications required	<p>Must have:</p> <ul style="list-style-type: none"> • Proven computer literacy (MS Outlook, Word, Excel) • Strong customer orientation with ability to interpret customer requirements and deliver against these, with the enthusiasm and commitment to achieving a first class service. Ability to maintain good working relationships at all levels both internally and externally. • Good organisational skills - time management / prioritisation / planning • Good attention to detail, with the ability to work accurately and logically • Ability to work as part of a team including work with remote staff. Be results orientated with the ability to work autonomously and to deadlines • Proficient verbal and written communication skills • Ability to use own initiative to solve problems and to know when to refer issues to a more senior level 			

	<p style="text-align: center;">Desirable:</p> <ul style="list-style-type: none">• Take steps to learn and develop skills and experience• Relevant knowledge and/or understanding of transport and/or environmental issues• Proficient in use of Customer Relationship Management (CRM) system
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