

## **A Day in the Life.....**

### **Business Support Officer – Transport Services**

Transport Services is responsible for all aspects of transport and related procurement, maintenance and disposal on behalf of the Council. You will work as a member of a small team, providing the main and first point of contact with customers/clients in connection with vehicle service or hire and complaints or compliments about the service and associated aspects of administration. You will also have regular interaction with other officers within the service, departments within the Council, suppliers or service providers to support the work of the service.

#### **Main Duties Include:**

- Word processing.
- Specialist IT administration.
- Prioritise large workloads to ensure strict deadlines are met.
- Excellent system knowledge including SAP.
- Be flexible and able to work on your own initiative as well as part of a team.
- GDPR knowledge when dealing with sensitive and personal information.
- Data processing (input and retrieval) – including service based IT systems.
- Excellent numeracy skills when processing invoices and cheques.
- Responding to non-routine enquires/complaints, requests and signposting as required.
- General administrative duties associated with working in a Transport Environment.

It is essential that you are familiar with computer packages e.g. Microsoft Word, Access and Excel and that you are able to demonstrate business and administration skills to NVQ level 2.