

JOB DESCRIPTION

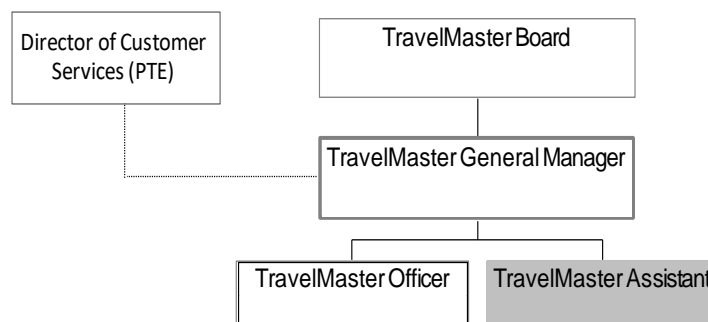
TravelMaster Administration Assistant

Reports to:	TravelMaster General Manager	
Department/Location:	TravelMaster Team	
Salary:	£16,545 - £20,128 per annum	Grade: 3
Closing Date:	9.00am on 16 January 2018	
Interview Date:	Tuesday 30 January 2018	

Job Purpose

Provide an efficient, comprehensive and confidential administration and secretarial service to the TravelMaster General Manager and wider TravelMaster team

Organisational Chart



Dimensions

Provide an efficient, comprehensive and confidential secretarial and administrative service to the TravelMaster General Manager and direct reports as required.

Provide an administrative link between the TravelMaster General Manager, Commercial Product Development Manager and Director of Customer Service within the organisation and external sources including operators, TravelMaster Board

First point of contact for all enquiries/communication received by the TravelMaster Team, from internal and external sources, including members of the public, operators.

General Responsibilities

- SYPTE's aim is to provide the best Public Transport system possible. The objective is the pursuit of excellence in meeting the needs of all potential passengers.
- SYPTE is fully committed to the active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every employee to seek to ensure the practical application of this policy.
- Under the Health and Safety at Work Act, all employees are required to take care of their own health and safety and that of other employees, and to co-operate with their employers in complying with their statutory duties.
- SYPTE and its Managers are fully committed to the learning and development of employees.

Responsibilities/Key Accountabilities

1. Provide a confidential secretarial service to the TravelMaster General Manager, their direct reports as necessary to ensure the smooth and efficient operation of the team.
2. Provide a full secretarial and minutes service as required for meetings across the team to support effective decision making, undertaking research and investigation in preparation for and arising from meetings, both with internal and external partners in order that they can be dealt with efficiently and effectively by the postholder and/or by other officers as appropriate
3. Monitor the content on the TravelMaster Website to ensure accuracy and perform any changes to copy/information via the Content Management System as required.
4. Receive and compile data from operator sales returns into relevant databases to support a four-weekly sales reconciliation process and generate period revenue reports based on that data to support four-weekly revenue allocations.
5. Provide administrative support for TravelMaster's revenue allocation process through the production of payment & sales summary sheets and through providing initial responses to operator queries around revenue allocation.
6. Issue ticketing stock to sales clients in accordance with TravelMaster's corporate sales policy

and stock control policies.

7. Issue, and monitor payments against, invoices for the purchase of TravelMaster tickets in accordance with TravelMaster's Corporate Sales Policy – including monitoring and escalating any bad debts to the TravelMaster Officer.
8. Provide and continually develop efficient administration systems for the TravelMaster Team, supporting managers across the Section to maintain their systems, in order to assist the efficient recording/retrieval of information and efficient running of the Section.
9. Request and process information for communication to stakeholders as required, ensuring that full confidentiality is maintained to preserve the neutral status of SYPTE in a competitive market place and operating environment
10. Populate and maintain Database applications (including smart transaction databases and BI databases), and hard copy filing systems used by the TravelMaster Team, where appropriate requesting and collating confidential data and information from participant operators and retailers ensure accurate and up-to-date information is stored, reported and accessible at all times
11. Any other duties commensurate with the post as directed by the TravelMaster General Manager.

Planning and Organisation:

- On a day-to-day basis work is determined by the TravelMaster General Manager, internal and external customers as appropriate.
- The postholder will need to plan and prepare reports and agenda over a cycle of meetings often working to short term deadlines in order to enable the Organisation's decision making process to function efficiently.
- The post holder will be required to take a proactive approach in planning and organising the TravelMaster General Managers' time.
- On a day-to-day basis work is determined by the TravelMaster General Manager, internal and external customers as appropriate. This will include:
 - Progress actions required by internal and external parties as described within minutes and reports, partnership agreements as directed by the TravelMaster General Manager.
 - Ensure work is completed within set time limits and produced to appropriate standards.
 - Maintain up-to-date filing systems, including project files with proper index and cross-reference facilities.
 - Planning and organising the post holder's own workload and in the event of leave/absence being taken by the postholder ensure the continual delivery of tasks and objectives.
 - Contribute to team working within the TravelMaster team and liaise with internal and external contacts to continually improve efficiency

Decision Making and Use of Judgement

- The postholder will be expected to use personal judgement/initiative in carrying out the role.

Day-to-day decisions and judgements are made on time management and administration. Allocation and prioritisation of workload will be managed through the TravelMaster General Manager.

- Deal professionally and confidentially with both internal and external customers at all levels including local authorities, stakeholders and other outside bodies.
- Ability to respond to queries raised by third parties, respecting the need for confidentiality.

Essential Internal and External Relationships

- The post holder will deal professionally and confidentially with all levels within the the TravelMaster Team and wider organisation. There will also be frequent direct contact with partners, including liaising with operators, stakeholders, members of public as well as outside bodies, at all levels.
- At all times deal professionally and confidentially with internal and external customers in a timely fashion.

Person Specification – essential (E) & desirable (D) (How identified – application form (A) & interview (I))

Knowledge

	E/D	A/I
GSCE English & Maths (A to C) or equivalent	E	A
Good knowledge and working experience of Microsoft tools such as Outlook, Word, Excel, Access	E	A/I
Knowledge of web content management software	D	I
Professional sector knowledge - <i>Applies policy and practice</i>	D	I

Skills

	E/D	A/I
Administration skills – <i>Users core systems</i>	E	I
Analytical and numeric skills – <i>Interrogates and analyses data to gather relevant information</i>	E	I
Computer literacy skills – <i>Performs basic tasks in the operating system environment</i>	E	A
Literacy skills – <i>Develops effective written communication pieces</i>	E	A/I
Able to prioritise tasks and deliver according to pre-determined timescales	E	I

Behavioural Competencies	E/D	A/I
<u>Living our Values:</u>		
Customer & Stakeholder Driven – <i>Works to add value for the customer/stakeholder</i>	E	A/I
Team Working – <i>Values others perspectives</i>	E	I
Integrity & Respect – <i>Models and promotes organisational values</i>	E	I
Achieving & Challenging – <i>Committed to doing a good job</i>	E	I
<u>Delivering With & Through Others:</u>		
Influencing & Persuasion – <i>Seeks to persuade</i>	E	I
Flexible & Adaptable – <i>Applies procedures flexibly</i>	E	I
<u>Delivering Our Objectives</u>		
Embracing Change – <i>Identifies actions to deliver change</i>	E	I
Research with External Focus – <i>Asks questions</i>	E	I

Experience	E/D	A/I
Proven experience in a similar administration, business support role	E	A/I
Experience of handling telephone enquiries and complaints	E	A/I
Experience of the capture and entry of data and producing reports	E	I
Experience in public transport, specifically in the area of service information provision	D	I

Post Holder	Line Manager
Agreed by:	Agreed by:
Signature:	Signature:
Date:	Date: