



Ipswich Borough Council
Job Description: **J44D**

Transport Technical Support Officer

Main Purpose of Job

To provide a range of support services covering general and financial administration to a number of service areas across the Council.

Main Duties

1. To provide general administrative support to service areas including:
 - General telephone enquiries and emails received
 - Word processing, scanning, photocopying
 - Maintaining filing systems - paper & electronic
 - Produce & update spreadsheets
 - Produce MS Powerpoint presentations for managers
 - Updating the Council's website
 - Sorting, and distributing external and internal post
 - Maintaining stock control systems, including controlled stationery
 - Preparing and issuing official purchase orders and debtors accounts
 - Reconciliation received (GRN)
 - Taking bookings for waste services such as events and voids.
 - Reconciliation and administration of timesheets
 - Arranging meetings, distributing agendas and minute taking
 - Processing all documents relating to the maintenance and taxation of vehicles and other administrative duties as required.
 - Maintaining transport and fleet specific databases and processes
 - Input Operative Timesheets
 - Staff files updated
 - PPE orders
2. To procure goods & services and process invoices for payment using the computerised accounts systems, to include financial coding; checking authorisation; online certification. Resolve queries with suppliers. Provide financial information for managers, arrange journal transfers and ensure compliance with year-end procedures.
3. Assist with compiling documents and using databases involved in administering quotations and tenders. Administering the tender process in accordance with Council Standing Orders in consultation with service managers and Councillor Services.

4. Gathering data and providing reports and information for managers regarding a variety of aspects of service delivery.
5. Using a variety of databases to enter information, maintain records and produce reports including but not limited to the master fleet databases and external software programmes relating to maintenance and insurance.
6. Liaising with internal stakeholders and external organisations and groups including:
 - Fleet Rental Companies
 - Workshops and parts suppliers
 - IBC departments using fleet and waste services
 - Confidential processing of Speeding, Parking and any other NIPs or information from Police, Licencing authorities, or external agencies.
7. Processing of Insurance Claims
 - speaking to claimants and internal officers as required
 - gathering information including damage forms, collating statements
 - form completion & referral to the Council's Insurers

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



IPSWICH
BOROUGH COUNCIL

PERSON SPECIFICATION

Transport Technical Support Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge/Qualifications	Education to GCSE level or equivalent qualification / skills	“CPC Transport Management” related Qualification or “Operators Licence Awareness Course” attendance.	Sight of documentation / interview
Work related experience, skills and competencies	<p>Demonstrate ability to use and apply IT systems to achieve successful outcome eg use databases to enter data, maintain records & produce reports.</p> <p>Knowledge & experience of procurement, purchasing and debtor systems.</p> <p>Experience of working in an administrative role providing support for officers.</p> <p>Experience of organising meetings, minute taking, distributing minutes & agendas.</p>	<p>Maintaining web-based information</p> <p>Knowledge of Quality Systems Eg ISO 9001,14001, 18001</p> <p>Understanding of equal opportunities and diversity issues</p> <p>Knowledge of Transport and insurance</p>	Application / Interview / Test

	<p>Knowledge & experience of MS Office Software.</p> <p>Experience in extracting information and producing spreadsheets, tables, work scheduling etc</p>		
Personal skills	<p>Demonstrate a customer focused and responsive approach that improves service delivery</p> <p>Ability to organise and prioritise workload and achieve objectives while managing competing pressures.</p> <p>Experience of working in a team to achieve shared objectives.</p> <p>Ability to work on own initiative.</p> <p>Demonstrate ability to communicate effectively with internal officers and internal organisations, verbally & in writing.</p>		
Special working conditions	<p>Will occasionally be required to work outside normal working hours and attend evening meetings.</p> <p>Ability to commute between various Council offices to attend meetings.</p>		Application / Interview