

## PPT Coordinator (Transport) - Campus Services - 103226 - Grade 4

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Company: University of Birmingham

Location: United Kingdom

Category: other-general

### Summary

The successful candidate will be joining a small team of administrators who form part of Post, Portering and Transport Services (PPT Services). This is an important administrative post, supporting the Transport Services Team Leader to ensure all services provided by the department are recorded, processed and accounted.

The post holder will provide comprehensive high quality administrative support under the direction of the Transport Services Team Leader ensuring all bookings and records are processed in a timely and orderly manner. The post holder must work collaboratively with other department Team Leaders in the provision of their administrative support in addition to liaising with internal and external stakeholders ensuring a high-quality service is reached. The role will require a degree of flexibility to ensure operational requirements are met, the role is full time with working hours to be advised however candidates will be expected to work overtime with a degree of notice given.

### Main duties

Support to the Transport Services Team Leader

Deal with communications from customers through e-mails, telephone and face-to-face, prioritising issues as deemed appropriate. You will be expected to diagnose and assess problems and how they can be tackled before deciding on the solution.

Coordinate and maintain vehicle insurance claims process, liaising with both internal and external contacts as necessary, ensuring vehicle damage is estimated and repaired in a

timely manner with relevant recharges to the correct departments.

Coordinate vehicle collections and deliveries to and from designated points across campus and external suppliers, assisting the Transport Services Team Leader with allocating relevant staff resources to achieve most effective use.

Developing and maintaining intranet pages as a key tool for communication with staff.

Take enquiries and arrange vehicle bookings using relevant data bases and systems, maintaining and updating KPI's for reporting requirements.

Assist Deputy PPT Services Manager in management of all fleet vehicles; ordering, updating records and alerts on fleet systems and managing charges relating to the University fleet.

Deputise for the Transport Services Team Leader when necessary to ensure all services are maintained during their absence.

Coordinate with the implementation of the Health and Safety Policy, developing appropriate documentation and processes to comply with the relevant policies.

Coordinate and compile relevant reports from telematics data to support department managers in maintaining a safe and secure University fleet.

Will provide comprehensive high quality, timely and accurate administrative support.

Coordinate necessary fuel and other consumables to ensure the correct levels are maintained and advising Deputy PPT Services Manager when reordering is due.

Assist Deputy PPT Services Manager in management of all fleet vehicles; ordering, updating records and alerts on fleet systems and managing charges relating to the University fleet.

Coordinate and review on a regular basis all systems and reporting structures and advise Deputy PPT Services Manager on possible enhancements available.

Coordinate all correspondence, determining processes required and refer to correct team member.

Coordinate driving licence checks for all new individuals to ensure they are in line with stated policies and procedures.

Coordinate external contractors to perform minibus driver training and book relevant individuals on to events.

Coordinate the hire of University owned mini buses to departments, if demand exceeds supply then responsible for sourcing vehicles from external suppliers.

Coordinate relevant department recharges for all University minibus hires.

Deal with complaints confidently and efficiently; knowing when to escalate to the Deputy PPT Services Manager.

Any other duties relevant to grading of the post as required by senior staff.

### **Required Knowledge, Skills, Qualifications, Experience**

#### **Essential:**

Educated to 'A' Level or (equivalent qualification or relevant work experience) and hold at least a pass grade GCSE in Mathematics and English Language (or equivalent).

Experience of working in an administrative role in a fast paced and complex environment.

An appreciation of the importance of delivering excellent customer service. Good written and verbal communication skills and an excellent telephone manner.

Ability to work with a diverse range of stakeholders courteously, diplomatically and confidentially in order to establish and maintain personal credibility.

Excellent interpersonal, organisation, and communication skills. Must demonstrate accuracy and excellent attention to detail – (keep accurate records/process accurate financial recharges).

Well organised with the ability to prioritise own work proactively, independently and as part of a team.

Attention to detail and the ability to work confidentially, use judgement and make appropriate decisions within the constraints of the role.

Excellent IT skills and an aptitude for learning new packages to support administration . porters software, fleet systems etc., sound knowledge of Windows based applications, specifically Microsoft Office including Word and Excel.

Ability to work flexibly in a fast moving, dynamic environment where change is often required immediately.

Willingness to engage in continuing professional development and training.

**Desirable:**

Experience using and maintaining complex working systems . databases/record systems.

**Dimensions**

You will not be required to line manage anyone in this role or manage a budget.

**Planning and organising**

You will be required to manage and prioritise a varied workload to deliver within required time frames. There is also a need to maintain an awareness of activity across the department and wider University as appropriate.

**Problem solving and decision making**

You will be working under the direction of a senior manager, but with the autonomy to deliver the outputs required. You will be working within the framework of existing policies, processes and procedures for the department. You will take day to day decisions on what advice to give and for responding to and resolving queries.

**Internal and external relationships**

This role will be liaising with internal colleagues and stakeholders, and external stakeholders as well with an expectation on maintaining good working relationships with all.

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