

Transport Delivery Assistant - Apprentice

Apprenticeship - Business Administration Level 3 with HTP

Salary - Apprentice grade £25,948 per annum

Hours - Full time 37 hours per week

Contract - Fixed term for 16 months

The Directorate

Economy, Transport and Planning

Purpose

This job provides technical administrative skills to the Transport Delivery Team, supporting the functions of the team including Traffic Regulation Orders (TRO), Local Transport Plan (LTP) Programme Delivery and Feasibility process.

What is the role?

Reporting into the Transport Delivery Lead, you will work towards:

- Supporting the Transport Delivery Manager in the investigation of service complaints, using diplomacy and integrity, providing appropriate verbal and written responses, escalating when appropriate, and to record all outcomes accordingly.
- Providing technical support, assistance and consultation support to the members of the Transport Delivery Team in dealing with the day-to-day activities of the section.
- Developing communication skills to liaise and work effectively with other internal teams, to ensure a cohesive and collaborative approach to TRO consultations and queries, the Feasibility process and delivery of the LTP programme.
- Providing technical support in the coordination and provision of information relating Traffic Regulation Orders and Land Charges.
- Responding to and investigate feasibility queries raised by members of the public, Councillors and other stakeholders, and in conjunction with the Feasibility Senior Transport Planner or Transport Delivery Manager where appropriate.
- Providing technical information and assistance in the preparation of reports for Transport Delivery Steering Group as required.
- Remaining up to date and compliant with all relevant organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
- Being responsible for advanced administrative tasks, including the raising of purchase orders and processing of invoices as directed by more senior team members.

During the 16 month term you will complete the Level 3 Business Administration qualification.

Who is the person?

You need to have:

- Good organisational skills.
- Good numerical analysis skills.
- Experience in communication and networking in order to build effective relationships and have a positive influence on stakeholders and colleagues.
- Experience of dealing with customers and providing advice and guidance.
- Good communication skills, with the ability to articulate ideas and share information.
- Pro-active, with a willingness to seek opportunities for developing transport. Able to think creatively and develop innovative solutions to problems.
- A customer focused approach to work which promotes your passion to deliver excellent service and continuous improvement on transport issues for the City's residents.
- Able to understand and work within a budget. Able to discuss and negotiate prices with suppliers.
- Ability to work on own initiative and under pressure, managing competing demands.
- Ability to work with other people to deliver a piece of work to an agreed standard and within an agreed timeframe.
- Experience and a good working knowledge of Microsoft applications and good general IT skills.

Additional Information

After the closing date all applications will be sifted for suitable candidates by the Portsmouth City Council manager and the training provider.

Once the selection has taken place, if successful you will be asked to attend an interview. If you have any questions, or would like an informal discussion about the role, please email: Joanne.Eldridge@portsmouthcc.gov.uk

Please also remember to complete the 2 additional questions as detailed in the advert.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it