Transport Delivery Assistant (TRO)

Salary: Band 5 - £27,346 - £29,170 p.a.

Hours: 37 hours per week

Contract: Permanent

The Directorate

Economy, Transport and Planning

Purpose

This job provides technical administrative skills to the TRO Team, supporting the functions of the team including administration of the TRO process.

What is the role?

Reporting into the TRO Lead, you will be responsible for:

- Support the TRO Delivery Lead 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.
- Provide technical support, assistance and consultation support to the members of the TRO Team in dealing with the day-to-day activities of the section.
- Use well developed communication skills to liaise and work effectively with other internal teams, to ensure a cohesive and collaborative approach to TRO consultations and queries.
- Provide technical support in the coordination and provision of information relating Traffic Regulation Orders and Land Charges.
- Respond to and investigate traffic queries raised by members of the public, Councillors and other stakeholders, and in conjunction with the TRO Team Lead or TRO Officers where appropriate.
- Provide technical information and assistance in the preparation of reports for TRO Steering Group as required.
- Remain up to date and compliant with all relevant organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
- Responsible for advanced administrative tasks, including the raising of purchase orders and processing of invoices as directed by more senior team members.

Who is the person?

You need to have:

- Experience and a good working knowledge of Microsoft applications, good general IT skills and willingness to learn specialist software packages.
- 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.
- 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.

Additional Information

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