



|  |  |
| --- | --- |
| **Job Description** | |
| **Post title** | Business Support Assistant |
| **Grade** | NECA Grade 6 |
| **Organisation** | Transport North East |
| **Team** | Tyne Tunnels |
| **Reporting to** | The post holder will be accountable to the Tyne Tunnels Manager |
| **Location** | Your normal place of work will be Gateshead Civic Centre. However, you may be required to work at any workplace across the area of the North East Joint Transport Committee. |
|  | |
| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

|  |
| --- |
| **Description of role** |

To provide a range of service specific administrative support services.

The post holder will work on behalf of the North East Joint Transport Committee (JTC) as an employee of the North East Combined Authority (NECA) in its role as the accountable body for the JTC.

|  |
| --- |
| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To provide general administrative assistance in respect of any Tyne Tunnels contract matters as required;
* To assist in the management and control of all necessary documents, records and other inputs including updating and maintaining spreadsheets relating to the contract management of the Tyne Tunnels;
* To assist in monitoring regular reports received from the Concessionaire under the reporting obligations, transferring relevant information from the reports into other formats as required;
* To monitor timescales for contractual response deadlines;
* To deal with enquiries, including technical queries in line with procedures and protocols;
* To collate, format and prepare information as needed such as presentations and documents to the required standard, deploying a high standard of written English and presentation;
* To give a professional and courteous reception service as needed in person and by telephone or other digital means;
* To act as a positive and outward facing representative for Transport North East in relation to Tyne Tunnels matters, contributing to the attainment of business goals, outlines and targets;
* To be responsible for handling and communicating commercially sensitive and confidential data through verbal, written and electronic mediums;
* To promote and implement equal opportunities policies in all aspects of employment and service delivery.

All employees have a responsibility to undertake training and development as required.

All employees have a responsibility of care for their own and others health and safety.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Variation may also occur to the duties and responsibilities without changing the general character of the post.

|  |
| --- |
| **Organisational responsibilities** |

* **Communication**

To communicate effectively with our customers, managers, peers and stakeholders and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

To act in a professional and courteous manner at all times.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the organisation’s Health and Safety policy and procedures.

* **Equality and Diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

* **Performance Management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the organisations appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

|  |  |  |
| --- | --- | --- |
| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Minimum of 5 GCSEs or equivalent qualifications including English to an appropriate level. |  |
| Experience | * Demonstrable experience of providing admin support including experience of collating, formatting and preparing documents and presentations | * Experience working in a contract compliance or contract support role * Experience in monitoring reported data * Experience in presentation of data |
| Skills & Knowledge | * Good planning and organisational skills. * Ability to update and maintain spreadsheets in Excel. * Excellent verbal and written communication skills. * Ability to deploy a high standard of written English. * Ability to collate and format information such as presentations and documents to the required standard. * Excellent ICT skills including Microsoft Office, especially Excel, Outlook, Word and Powerpoint |  |
| Personal Qualities | * Enjoys working in a team environment * Ability to act in a professional, pleasant and courteous manner at all times when communicating with colleagues and stakeholders. * Comfortable communicating with people in a senior role. * Enthusiastic, self-motivated. * Tactful, discreet and ability not to disclose confidential information. * Flexible approach to workload. * Drive to meet deadlines * Energy, drive and commitment to the job. |  |