

# Job Description

## Transport Assistant

Location: <b>Glasgow</b>	Department: <b>Fleet</b>
Level: <b>Team Member</b>	Line Manager: <b>As Specified by Contract</b>

### Primary Purpose and Function

To organise the logistics of Executive Drivers and vehicle movement across designated area; ensuring the effective and efficient use of resources to meet departmental targets and client expectations.

### Key Accountabilities

- To manage and or oversee a team of Executive Drivers ensuring the best utilisation of time and resources
- To schedule the branch territory delivery, collection and movement of vehicles to meet client needs
- To confirm delivery arrangements with the client in a proactive timely manner ensuring the closure of the intervention door
- To effectively allocate jobs to drivers, ensuring that full information is given, and all paperwork is completed and checked for the delivery and collection of vehicles
- To control costs through effective geographical planning and utilisation of return trips, monitoring the location of the Drivers and vehicles on route against arrival times
- To be proactive and identify potential problems and resolve in a real time manner
- To support and coach new starters including ensuring they settle in and provide on the job training
- To monitor department absenteeism via the Hub taking appropriate measures where necessary
- To support the Fleet Manager in the smooth operation of the department
- To ensure effective two way communication and liaise with departments to be aware of issues affecting the logistics of vehicle movement
- To take full ownership to manage/and or oversee Executive Driver performance which includes; attendance, attrition and all HR issues
- To confirm delivery arrangements with the client in a proactive timely manner ensuring the closure of the intervention door
- To identify concerns regarding road worthiness of vehicles and to report any issues into Fleet to ensure effective fleet utilisation and claims management.
- To allocate vehicles in line with business needs.
- To print and collate driver packs ensuring all paperwork required is included
- To liaise with APU Limited regarding checks for client's address, to stop fraudulent claims
- To assist the Company with the movement of fleet across the UK including deliveries and collections of vehicles in line with business needs
- Achievement of set objectives

- Carry out reasonable tasks as requested by your line Manager.

## **Personal Specifications**

- Previous experience of working within a busy transport environment
- Demonstrable man management experience in a similar role
- Aptitude for logistical planning and people management
- Be able to demonstrate a high level of proficiency in handling performance issues including, absence management, disciplinaries and capabilities
- Ability to communicate and forge effective relationships at all levels both internally and externally.
- Excellent administration and customer service skills
- A good geographical understanding covering towns, roads and rail networks
- Logical thinking and clear communication
- Intermediate computer skills
- Excellent influencing and communication skills with the ability to develop strong business relationships with all key stakeholders
- Effective resource management skills
- Ability to work and remain calm under pressure
- Decisive multitasker who can problem solve
- Confident and assertive leader, able to manage and resolve conflict
- Ability to work unsupervised using own initiative
- Customer focused
- Adaptable, tenacious self starter who is results orientated
- Be able to demonstrate coaching & mentoring skills
- Demonstrate behaviour in line with Company values Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.