


Job Description Template			
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Job Description – Operational Support Assistant

Department/location:	FIS Midlands - Newport
Hours of work:	Monday-Friday 0830 – 17.00 including 30 minute lunch break
Reports to:	Depot Manager – Paul Austin
Salary/wages:	£18,000 p/a
Holiday:	25 days per year plus 8 Bank and Public Holidays
Other benefits:	Company pension, Annual bonus scheme

General:

Providing administrative assistance to the Newport team including operations and fleet departments by using Microsoft Windows packages and the company's bespoke computer system to enter data.

Main Duties:

- General office admin: filing, photocopying, archiving as and when needed
- Carry out a range of tasks in support of the depot offices
- Provide support in the use of bespoke databases
- Greeting visitors and dealing with deliveries.
- Answering incoming enquiries from customers and dealing with them effectively via phone and email.
- Completing reports on a timely basis
- Data input and invoice generation
- Any other project work as required from time to time


General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

Other General Responsibilities:

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

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Person Specification

Qualifications/Training	E / D*	How assessed***
NVQ 3 (or equivalent) Business Administration	D	CV
NVQ 3 (or equivalent) Customer Services	D	CV
ECDL (or equivalent computer user qualification)	D	CV
Experience		
At least 1 year working in a general office based role	E	CV/INTERVIEW
Working in a similar industry	D	CV/INTERVIEW
Specific Post Knowledge/Skills		
Good user level of MS Office (Word, Excel, Outlook)	E	INTERVIEW/PRACTICAL
Accurate typing/data entry skills	E	INTERVIEW/PRACTICAL
Personal Characteristics		
Conscientious to get work done without the need for direct supervision	E	INTERVIEW
Keen to develop own knowledge in support of operations	E	INTERVIEW

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV; Interview; Presentation; Practical Assessment