



JOB DESCRIPTION

Hours:

Monday – Friday 38 hours per week

Location:

Ash Grove Garage, or any other CT Plus location if required

Salary:

£10.25 per hour. An employer's pension contribution will be payable after completion of a six month probationary period.

Role:

We are currently looking to appoint an Engineering Administrator who will report to the Fleet Engineer to support the delivery, implementation and maintenance of administrative systems within the Engineering function at Ash Grove and Waltham Forest.

This is an exciting opportunity to join the team within a fast growing social enterprise. As a member of the Engineering Team, the successful applicant will have good background in administration with experience implementing and monitoring systems, good knowledge of general office procedures, excellent IT skills and experience using data storage and retrieval systems. Good communication and interpersonal skills are a must as is the need to be flexible in your attitude and be prepared to part of a team and carry out any other duties as and when required.

This post currently has no line management responsibilities

Please email your CV and covering letter to robertfairclough@hctgroup.org or post to Robert Fairclough, CT Plus, Ash Grove Bus Depot, Mare Street, London, E8 4RH.

Closing date for applications is Friday 18th May 2018

Duties and Responsibilities

Equality	
1.	<ul style="list-style-type: none"> • Adherence to and promotion of HCT's Equal Opportunities Policy at all times. • Keep abreast of best practice developments within Equal Opportunities and implement these as required
Service Delivery	
2.	<ul style="list-style-type: none"> • Support the Engineering team to deliver administrative services to the Fleet Engineer and Engineering supervisory team Delivery team; • Responsible for Data inputting and generating reports from in-house database and Fleet Management system and running • Take primary responsibility for monitoring the TfL Mystery Travel Shopper Database ensuring poor performance reports are flagged to the Fleet Engineer; • Log Servicing on out Fleet Management system; • Provide HR administrative support to managers for interviews and investigations • Ordering and maintaining a good supply of stationery and equipment for all areas of the operations team; • Data entry into CT Plus HR and other database systems e.g. complaints system; • Provide administrative support to the Regional Manager as and when required; • Management and delivery of engineering PPE • Ordering cleaning supplies and canteen supplies • Organising Vehicle Road Tax Payments • Processing and filing vehicle service documentation. • Booking vehicle MoTs • Arranging premise repairs
Premises	
3.	<ul style="list-style-type: none"> • Ensuring a safe working environment at all times in accordance with relevant Health and Safety regulations are adhered to at all times • Maintain the fire alarm book and carry out a weekly check of the fire alarm system

Person Specification

Essential	
1.	Commitment to equality of opportunity and ability to work to, promote and develop HCT's Equal Opportunities Policy
2.	Excellent IT skills including Word, Excel, Outlook and database software

3.	Admin experience with some knowledge of employment law or willingness to gain knowledge
4.	General knowledge of H & S in the work place or willingness to learn
5.	Experience of working in a customer service environment, dealing with a variety of stakeholders
6.	Experience of maintaining administrative systems
7.	Excellent communication skills and ability to form good relationships with service users
8.	Ability to work well as part of a team, on one's own and use own initiative
9.	Ability to be accurate and pay attention to detail
10.	Proactive and forward thinking "hands on can do attitude" with good people management skills
Desirable	
11.	Relevant experience in a similar role. Qualification relevant to the role – Customer Service or Business Administrative NVQ, CIPD Certificate
12.	Knowledge of Fleet Management Systems
14.	Knowledge of disability awareness issues and understanding of the mobility needs of disabled and elderly people