

Level 3 Business Administration

Job Description



Job Purpose:

To provide high quality business administration support to the Transport Made Simple Group, assisting customers with quotation requests, booking enquiries and customer service correspondence, whilst also providing other administrative support to the Group as required

Job Location: Diss, Norfolk

Line Manager: Group Private Hire Manager

About Transport Made Simple:

We're East Anglia's largest independent passenger transport provider, employing more than 700 team members with a fleet of 350 buses, coaches, minibuses and taxis. We operate a comprehensive network of local bus services which spans from Norwich as far south as north London, and from the east coast as far west as Nottingham and Derby. Working closely in partnership with Norfolk, Suffolk and Essex County Councils, we transport over 2,500 schoolchildren to and from school safely every day on dedicated school buses.

Our specialist fleet vehicles deliver coach holidays, wheelchair accessible transport and a wide range of corporate transport solutions for clients across a range of sectors. Our success has been built on four core values; being a great place to work, delivering exceptional customer service, using technology to optimise operations and seeking sustainable growth opportunities. Joining us on our journey could kickstart your career, giving you the skills and experience you need to support millions of people get from A to B sustainably every year.

Job Description:

- Act as a friendly, helpful and welcoming in-person presence at our Diss site (Group HQ), greeting visitors, clients, suppliers and contractors at Reception and providing them with appropriate support as required
- Monitor the Simonds and Flagfinders Bookings inboxes, and support the Group Private Hire Manager with answering queries and generating quotations, ensuring that all customers are responded to promptly, politely and in a manner which maximises revenue generation for the Group

- Where required, handle telephone calls and redirect callers appropriately, in accordance with Group processes
- Support the Group Private Hire Manager with administering internal and external room hire bookings and events, including setting up / clearing up hired rooms and ensuring all catering is arranged and provided to a high standard
- Monitor the Purchasing inbox and undertake purchasing on behalf of all departments, in accordance with processes established by the Finance Director, and to include maintaining an accurate and up to date list of authorised general supplies, and validating purchases against Purchase Orders for other purchases
- Support the Holidays and Day Trips department by confirming bookings, printing confirmations and preparing tour packs for drivers
- Undertake general administrative duties on behalf of the Managing Director and Senior Leadership Team, including processing of expense claims, travel and accommodation bookings and the raising of Purchase Orders on their behalf
- Undertake other general administrative duties as required by the Group, as directed by your Line Manager, and other members of our management team

Apprenticeship Information:

This role is a two year fixed term contract. During this time the postholder will be supported by the business to achieve the Business Administrator Level 3 Standard qualification provided by Suffolk New College. All assessment and training for this qualification is undertaken in the workplace, and the postholder will be provided with appropriate time, resources and support to undertake this training, equipping them for a successful completion of the qualification.

At the end of the two year fixed term contract period, the aspiration is for the postholder to progress into another role within the Group. We are a rapidly growing business, having scaled from one minibus in 2018 to the fleet of 350 which we operate today, so candidates who show aptitude and an interest in our business have the opportunity to build a long term, successful career with us.

Person Specification:

- Polite, friendly, flexible and outgoing
- An interest in business and / or travel and tourism and / or transport
- Minimum of four GCSEs at grades 9-4 / A*-C, which must include Maths and English
- Excellent written English skills
- Excellent IT skills / computer literacy

To apply for this role, please email a CV and covering letter to:

contact@central-connect.co.uk.