

Job Title	Operations Assistant
Department	Build & Repair
Reports to	Performance Manager
Grade	Grade 2
Purpose & Overview	To administer a structured framework of systems to support operational delivery and compliance.
Key Accountabilities	<p>NRSWA</p> <ul style="list-style-type: none"> Accountable for operating the processes in relation to NRSWA notices/permitry, with the aim of avoiding any Fixed Penalty Notices/Section 74 charges, including extension requests/error corrections are obtained within the relevant timescales and Monitor systems to ensure compliance. Investigate any Highway Authority Fixed Penalty Notices/Defects and Section 74 charges and communicate findings to relevant stakeholders Communicate with all stakeholders to ensure reinstatement is completed within agreed timescales Where required liaise with Highway Authorities to ensure traffic management measures (less complex) are agreed and approved <p>Depot Administration</p> <ul style="list-style-type: none"> Support the Performance Manager (PM) / First Line Manager (FLM) with administration compliance including handling sensitive data, administering holiday requests , training liaison, standby rotas and driving licence checks Undertake general administrative activities of responsible cost centres including but not restricted to IT software & hardware enquires including where it exists, liaison with depot maintenance service providers, customer service and collation of damage billing information

	<ul style="list-style-type: none"> • Provide Holiday/Sickness cover for Operational Assistants. <p>Transport</p> <ul style="list-style-type: none"> • Collect weekly defect sheets from all drivers within geography, record and file, circulate to relevant stakeholder at agreed intervals • Single point of contact for vehicle and plant maintenance – responsible for ensuring that WWU vehicles & plant are compliant with their maintenance schedules, liaising with all relevant stakeholders in order to achieve this. • Run queries and keep actual vehicle transport list up to date via Track you • Administer Fuel Cards. File weighbridge tickets. <p>Ordering</p> <ul style="list-style-type: none"> • Responsible for ordering processes associated with goods & services ensuring compliance with relevant WWU policies & procedures and deliver good levels of service within the ordering process. <p>HS&E</p> <ul style="list-style-type: none"> • Provide support to SHEABA brief process, run collation processes for HSE compliance data for example HV/Deep Excavation forms <p>Enquires</p> <ul style="list-style-type: none"> • Respond to enquiries from all stakeholders ensuring accountability, ownership and excellent customer experience are demonstrated
<p>Technical Know-How & Skills</p>	<ul style="list-style-type: none"> • Excellent administrative, oral, written communication skills • Ability to deal with a wide variety of tasks, whilst meeting strict deadlines is essential • Customer driven focus for both internal and external customers

	<ul style="list-style-type: none">• Knowledge of the Gas industry and associated policies & procedures is desirable.
Qualifications	<ul style="list-style-type: none">• No essential mandatory qualifications required; however, the job holder must have a willingness to gain an understanding of Build & Repair activities and principles, and attend any training course as necessary to fulfil the duties of the role