**JOB DESCRIPTION**

**Post Title:** Mobility Services Administrative Support Officer

**Section:** Transport & Mobility

**Grade:**  A

**Responsible to:** Mobility Services Manager

**Responsible for:** N/A

# MAIN PURPOSE OF JOB

To work as part of a team providing a comprehensive administrative service for the Taxicard and Freedom Pass schemes and issuing permits in accordance with the requirements of the London authorities. Responsible for assessing applications and issuing Taxicard permits and for providing a telephone helpdesk service.

**DUTIES AND RESPONSIBILITIES**

1. To check and validate completed application forms.
2. To consider applications for permits in line with criteria for approval.
3. To issue renew or replace permits and associated information for persons whose application has been approved in accordance with issue criteria.
4. Input data from permit application forms onto a database.
5. To return invalid or incomplete application forms requesting further information.
6. To answer all telephone, e-mail and written enquiries from applicants, the boroughs, members of the public in accordance with London Councils procedures. Handling all such enquiries in a sensitive manner.
7. To deal with complaints in accordance with London Councils procedures.
8. To update and amend scheme records as required, notifying the Senior Permit & Freedom Pass Issue Officer of any discrepancies that may arise.
9. To promptly answer the telephones and when necessary be the first point of contact for all enquiries on permits and applications for permits within the team.
10. To ensure that all controlled items are handled in accordance with London Councils procedures.
11. To ensure confidentiality in dealing with scheme matters paying particular attention to the personal data held on files relating to individual applications and scheme financial details.
12. To open and distribute mail as required.
13. To offer advice to permit applicants and guidance on the use of the permit.
14. To make best use of London Councils business systems and report technical difficulties as necessary.
15. To assist with the preparation of reports as required.
16. To carry out administrative duties including mailing, document processing, photocopying, record maintenance and similar tasks.
17. To take forward complaints under the direction of the team leader.
18. To carry out such duties within the context of those listed above as may be directed by the London Councils management.
19. London Councils is committed to, and champions, equality and diversity in all aspects of policy and employment. All employees are expected to understand and promote equality and diversity within their work.
20. To observe London Councils Health and Safety policy and related procedures at all times.

**Contractual obligations:**

1. In general, and in particular when representing the London Councils at meetings, staff are expected to maintain a smart physical appearance.
2. London Councils is run by its members through committees and other groups, much the same as a local authority, and the same legal requirements on staff apply.
3. Employees have a duty to behave in a way that reflects well on London

Councils, working at all times within the law and according to London Councils

policies, procedures and regulations, including the Data Protection Act.

**Note**

This job description may be subject to review in the light of changing circumstances. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the post-holder works. Other duties appropriate to the grade may be assigned from time to time.

# PERSON SPECIFICATION

**Post Title:** Mobility Services Administrative Support Officer

**Section:** Transport & Mobility

**Grade:** A

**Responsible to:** Mobility Services Manager

Listed below are the requirements needed to undertake this job. These will form a key part of the selection process. In addition, all jobs with the London Councils require satisfactory work performance and good attendance record together with good standards of conduct and personal behaviour. Evidence of these will be sought as part of the selection process.

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**Experience, knowledge and skills**

1. A working knowledge of word processing, data bases and spreadsheet as required for the day-to-day running of the scheme.
2. Able to demonstrate good oral and written communication skills.
3. Ability to process applications against eligibility criteria.
4. Experience in customer relations, particularly in relation to a telephone helpdesk service.
5. Ability to organise, prioritise and carry out work under pressure and to deadlines.
6. Able to demonstrate knowledge and commitment to equal opportunities.