

Job Title	Operations Assistant
Department	Build & Repair
Reports to	Performance Manager
Grade	Operations Assistant Pay Framework
Purpose & Overview	To administer a structured framework of systems to support operational delivery and compliance.
Key Accountabilities	NRSWA - 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 Depot Administration - 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

	• Provide Holiday/Sickness cover for Operational Assistants. Transport • 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. Ordering • 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. HS&E • Provide support to SHEABA brief process, run collation processes for HSE compliance data for example HV/Deep Excavation forms Enquires • Respond to enquiries from all stakeholders ensuring accountability, ownership and excellent customer experience are demonstrated
Technical Know-How & Skills	• 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

	• Knowledge of the Gas industry and associated policies & procedures is desirable.
Qualifications	• 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