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| A | **Post Details** |
|  | Job Title: | Administration Support | Function: | Passenger Services |
|  | Location: | General Manager North/South | Unique Post Number: |  |
|  | Reports To: | Area Manager | Grade: | ASG |
| B | **Purpose of the Job** |
|  | Provide effective office based support to the area passenger service management team and provide assistance to the day to day administration of the general manager area.Provide support to the team organiser. |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9C10C11C12C13 | Assist with arranging of hearings and meetings, taking minutes as required.Arrange periodic and special medicals and maintain all records/paperwork as required.Liaise with procurement clerks and area managers regarding ordering of all ticket stock, cleaning stores and general purchasing.Issue equipment, uniform and briefing notes, obtaining signatures where required.Maintain a filing system of documents if required, which meets all company standards and supply information to the area manager’s team as required.Produce weekly timesheets for payroll for area management groups.Deal with correspondence as required.Work as directed by the area manager’s team to update appropriate notice boards as required ensuring all notices are kept up to date.Assist with disruption roster production if required.Carry out performance investigations if required and collate information as directed.Support the maintenance of the Passenger Services section of the Company’s intranet to ensure all information is relevant and up to date. Comply with Duty List attachedWork as directed by the General Manager Team Organiser to cover other members of the team during absences. |

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| D | **Safety Responsibilities** |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | ✓ |
| D2 | This is a KEY SAFETY POST | Yes |  | No | ✓ |
| D3 | This post requires SECURITY CLEARANCE | Yes |  | No | ✓ |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | ✓ |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below)  | Yes |  | No | ✓ |
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| D6 | The post holder has the following specific safety responsibilities: |
|  | None |
| E | **Decision making Authority** |
| E1 | Initiate the recruitment process and ensure completion of staff change forms |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1 |  |

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| G | **Person Specification** |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are We care passionately about people* + we put ourselves in our passengers’ shoes to do what’s right for them
	+ we support our colleagues to be, feel and do their best
	+ we love the places we serve and do our bit for our communities and environment

 We aim to be the best* + we move with pace, we’re agile and learn from everything
	+ we relentlessly strive to be the best
	+ we are professionals with personalities

We make the difference together * + we are answerable to each other and our passengers
	+ we trust each other and do what we say we will
	+ we are stronger together than we are as individuals

The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) : |
| G1 | Experience, Knowledge & Qualifications Good working knowledge of IT systems to include Word and Excel experience.Good standard of education with excellent written and verbal skills.Experience in dealing with people and providing assistance.Able to work under pressure and to deadlines whilst providing accuracy at all times. |
| G2 | Skills (including any specific safety critical competencies) Honesty and Integrity – Is transparent and honest and takes full responsibility for actions. Demonstrates confidence and courage and deals effectively with difficult situations.Administration & Organisation – Undertakes relevant administration duties effectively, plans and coordinates own work load demonstrating good organisation. |
| G3 | **Other** |
| H | **Dimensions of role** |
| H1 | Financial – Direct: |  |
| H2 | Financial – Other: |  |
| H3 | Staff Responsibilities – Direct: |  |
| H4 | Staff Responsibilities – Other: |  |
| H5 | Any Other Statistical Data: |  |
| I | **Acknowledgement** |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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|  **J** | **Job Description Briefing** |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements**  |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |