

Pulham & Sons (Coaches) Ltd

Job Description

JOB TITLE	Service Delivery Assistant
DIRECTLY RESPONSIBLE TO	Operations Manager
REGULAR & DIRECT WORKING RELATIONSHIPS WITH	Management Team, Office and Admin Team, Service Delivery Supervisors, Drivers, Engineering colleagues, Customers and the General Public
MAIN DUTIES & RESPONSIBILITIES	<ul style="list-style-type: none"> • Support the Service Delivery Supervisor in day to day management of our services and the daily delivery of the operational run in and run out • Service monitoring, detailing, traffic delays and road closure management, using tracking equipment to ensure service delivery is running accurately and efficiently • First Use Check and Gate check Audits • CCTV downloads as required • Complaint investigation i.e. identification of bus/driver etc. • Coach, support and advise our driver colleagues on a daily basis • Efficient forward allocation of driving work within the European, Domestic Rules and or Mixed Rules, maximising duty coverage and ensuring efficient use of all driving resources • Efficient forward allocation of vehicles to meet the seating capacities within the contract requirements ensuring efficient use of all vehicles • Ensure daily coverage of all operations, including the day-to-day operational needs of the depot including on-the-day sickness • Ensure compliance with all appropriate driving regulations, both Domestic, European and or Mixed Rules at all times • Keep accurate records of the Duty Allocation System (DAS) and Coach Manager for duty, vehicles, rota allocations and Daily Log • Keep the Days Off Spreadsheet (DOS) up to date to identify any compliance issue • Work in collaboration with the engineering team to liaise and collaborate with breakdowns, RTCs and VOR's • Undertake any other reasonable duties and responsibilities of a similar nature or level of responsibility as may be allocated from time to time • Lost mileage reconciliation and EPM recording as necessary • Social media posts to report operational updates outside of core office hours • Driving coverage if necessary
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Assist with handling any emergency which may arise, including following procedures in the event of fire • Carry out duties safely and in accordance with all company policies & procedures and to comply with Company Health & Safety Policy and Risk Assessments • To generally promote the company and uphold the company's reputation, enhancing the company's image through appearance and behaviour • To perform any other duties as may be required by the Operations Manager or Directors within the context of the post
HEALTH & SAFETY RESPONSIBILITIES	<ul style="list-style-type: none"> • Be aware of, and comply with, all Company Health & Safety policies and procedures • Set an example by carrying out duties in a safe manner without putting oneself or others at risk
EXPERIENCE KNOWLEDGE &	<p>Essential requirements:</p> <ul style="list-style-type: none"> • Full manual car licence • Computer literate • GCSE's (or equivalent) in English and Maths

QUALIFICATIONS REQUIRED	<ul style="list-style-type: none"> • PCV licence <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of supervising staff • Experience in allocation processes
PERSONAL SKILLS & ATTRIBUTES	<ul style="list-style-type: none"> • A highly organised individual with a proactive and positive attitude to work • A willingness to learn and work flexibly to the needs of the business • Enthusiastic, conscientious and hardworking • Excellent verbal and written communication skills • Able to remain calm under pressure
HOURS OF WORK	<ul style="list-style-type: none"> • An average of 45 hours per week • The ideal candidate will be flexible to meet the business and industry needs.