

## Aspire Job Description

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**Job Title:** Transport Watchkeeper **POSITION ID:** TWA001

**Entity:** **ASPIRE DEFENCE SERVICES LIMITED (ADSL)**

**Location:** Aldershot

**Reports to:** Transport Team Leader

**Key Purpose of the Role:**

- Provide an out of hours vehicle booking service, transport fleet scheduling function and facilitate an out of hours walk in service for the customer.
- To be the out of hours point of contact for drivers, customer queries and to deal with reactive transport occurrences.

**Key Responsibilities:**

- Process transport requests using the proscribed IT Management Information Systems (MIS's) and provide an out of hours walk in booking service for the customer at our Aldershot Depot.
- Deliver a professional out of hours transport service to the customer, in accordance with company procedures and service publications.
- Where fleet deficiencies dictate, facilitate the booking of additional hire vehicles through the lease provider, using the proscribed IT system.
- Administer and complete all paperwork associated with the smooth running of the transport operation, including tasking sheets, VUR's, driver check sheets and driver's hour's record cards.
- Liaise with contract hire and outside repair agencies to facilitate delivery/collection of vehicles.
- Responsible for arranging out of hours driver cover and tasking of the on-call night duty drivers as required.
- Prepare vehicles for reissue to customers out of hours as required.
- To issue and receipt all vehicle types using correct documentation.
- Carryout customer licence and driver permit checks before issuing them with vehicles.
- Use the proscribed IT systems to process, close and price tasks after completion, including the recording of fuel and mileage.
- Record and report any vehicle defects and accident damage in accordance with Company Procedures.
- Ensure compliance with all health, safety and environmental regulations.
- Assist with out of hours H&S provisions as required, including reporting of all incidents/accidents or dangerous occurrences and assisting with departmental snow/ice clearance in adverse weather conditions (gritting).
- Carry out other relevant duties as required by Line management.

**Qualifications** **Essential:**

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- IT Literate
- Current Category B Licence (Car) with no endorsements

### Desirable:

- Licence Category's D1 minibus

### Experience & Knowledge:

### Essential:

- Attention to detail
- Team working

### Desirable:

- Demonstrable Customer Service Experience

### Skills:

- Ability to communicate at all levels
- Able to demonstrate flexibility
- Identifies customer needs and responds to them.
- Applies a win-win approach in dealings with customers and suppliers.
- Assists colleagues to do things in the best way
- Partnering and demonstrates good customer service ethos - Recognises the importance of the customer to the business and reacts to changing customer requirements.
- Excellent organisational skills.
- Team Working - Participates as a fully effective team member.
- Continuous Improvement – Has a keen eye for detail and looks to optimise the deployment of vehicles and assets, completes tasks on time and to the required standard.
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### Date:

12/05/2021