

Thank you for your interest in becoming part of the Community Transport Association (CTA) team. Community Transport plays a vital role in helping people live independently, stay connected with their communities, and access essential services.

As the national representative body for the Community Transport sector in the UK, CTA supports around 1,200 members and a wide network of stakeholders, all working to provide accessible and inclusive transport solutions. We also administer MiDAS—the UK-wide Minibus Driver Training Scheme, which trains over 20,000 drivers each year.

We are currently looking for an experienced administrator to provide essential support to our Membership and Training operations.

This role is perfect for someone who is highly organised, detail-oriented, and has strong administrative and customer service skills. It's a fantastic opportunity to be part of a passionate team and contribute to the smooth and efficient running of our organisation.

Purpose of Role

To provide effective and efficient administrative support across key functions of the organisation, ensuring smooth operations and excellent service delivery.

Responsibilities

Main responsibilities

1. Provide friendly and efficient first-line support via phone or email, responding to enquiries from CTA members, MiDAS organisations, and MiDAS assessors within agreed timeframes, ensuring timely and effective resolutions.
2. Maintain up to date and accurate records, recording data on the CIVI CRM database or on Excel spreadsheets so that patterns can be identified, regular reports can be obtained, and the organisation can continuously assess and improve its support for Membership and Training.
3. Data cleaning, ensure data added to system is regularly checked for duplications and ensure clean and tidy data.
4. Provide general administration support within the Operations and Training Directorate.
5. Support administrative functions where required across the organisation including the coordination of travel and accommodation bookings for staff as and when required.
6. Carry out any other tasks or responsibilities that are relevant to the role.

General organisational responsibilities

Values

- Be an enthusiastic advocate for CTA's values.

Planning

- Contribute to the delivery of CTA's strategy and operational plans.
- Contribute to service evaluation and development by listening to the feedback of members and trainers.

Reporting

Ensure personal record-keeping and reporting is conducted consistently and to a high standard, including generating data for management reporting, saving resources and documents on SharePoint.

Participation

Contribute to staff meetings, team meetings, and other meetings as required.

Resources

Use the resources of the organisation effectively.

Governance

Ensure our administration and customer service work remains compliant with relevant legislation, policies and good practice.

Compliance

Take personal responsibility for ensuring your own work is compliant with relevant legislation, policies and good practice, including data protection and health and safety.

Person Specification**EXPERIENCE & QUALIFICATIONS**

- Previous experience in an administrative role.
- Working within a busy and varied customer service environment.
- Strong organisational and time management skills.
- Significant experience using one or more CRM system(s) or database(s).
- Significant experience of dealing with internal and external customers.
- Maintaining effective relationships with a variety of stakeholders.
- Development of administration systems.
- Customer Service or Administration accreditation / professional standard.

KNOWLEDGE, SKILLS & ABILITIES

- Proficient in Microsoft Office 365 (Excel, Word, Outlook, SharePoint).
- Able to demonstrate excellent interpersonal skills and strong communication skills.
- Excellent organisational skills – the ability to work on own initiative and prioritise workload.
- Familiarity with, and ability to use, different systems for administration and data processing i.e., CRM, databases etc.
- Strong attention to detail and able to produce work with a high-level of accuracy.
- Data analysis and management information skills.
- Basic understanding of the community transport sector.

VALUES & BEHAVIOURS

- A demonstrable commitment to our organisation's values.
- Strong commitment to, and understanding of the principles of equality, diversity and inclusion.

Essential**EXPERIENCE & QUALIFICATIONS**

- Experience of administration processes
- Good telephone manner
- Quick, accurate and efficient typist
- Organised
- Methodical
- Experience of using Microsoft office 365.
- Excellent written and verbal communication skills.
- Attention to detail and accuracy in all work.
- Ability to handle confidential information with discretion.
- Knowledge of office management systems and procedures.
- A team player

Desirable

- Experience of using Customer relationship management systems (CRM).

KNOWLEDGE, SKILLS & ABILITIES

- Strong IT and digital skills – including MS Office 365.
- A good standard of written English.
- Excellent interpersonal and communication skills.
- Excellent organisational skills – the ability to work on own initiative and prioritise workload.
- Strong attention to detail and able to produce work with a high-level of accuracy.
- The ability to work effectively in a team and with a variety of individual stakeholders, such as managers, individual members (customers) and suppliers.
- Proven experience as an administrator, administrative assistant, or similar role.

VALUES & ATTITUDE

- Strong problem-solving skills.
- Ability to multitask and prioritize tasks effectively.
- Pro-active approach to work.
- A positive, can-do attitude.
- A team player.

Benefits:

- Company pension
- Work from home

Application deadline: 13/06/2025

Reference ID: Administration Assistant