**Job Description**

**Office Assistant**

**JOB PURPOSE**

1. Provides administrative support to the Finance and Administration Manager and the Assistant Finance and Administration Officer.
2. Dealing with general queries from members of the public.
3. Carries out tasks related to the administration and promotion of the bus service to include passenger bookings, the submission of monthly concession claims and prepares the bus fare cash takings for banking.
4. Keeps up to date Access database for bus records.

**Main Duties**

**Communication**

1. Dealing with telephone and email queries, taking messages
2. Handling office mail (ingoing and outgoing).
3. Promotion of Bus Service through all media options.

**Analytical and Judgemental Skills**

1. Handling general enquiries from members of the public and outside organisations, identifying those that require input from the Finance and Administration Manager or Assistant Finance and Administration Officer.

**Planning & Organisational Skills**

1. Organise own allocated workload.

**Policy and Service Development**

1. Follow IOHDT employment and operational policies.
2. Actively participate in staff meetings and contribute to service development including the IOHDT’s communication with the wider community.

**Financial & Physical Resources**

1. Maintain stationery and consumables stock levels, providing information required for ordering supplies.
2. Maintain all records associated with the Bus Service for the return of the various grant claims and tender requirements and all cash handling and reconciliation for the bus service.
3. Prepare and submit the Bus Concession Claims to Transport Scotland
4. Reconciliation and banking of the bus cash fares.

**Information Resources**

1. Copying and scanning of all financial and administrative documents.
2. Maintenance of both the electronic and paper-based filing system.
3. Taking and recording bus passenger bookings.
4. Maintenance of all required records for the Community Bus Service through the Access Database, scanning and filing of the records.
5. Support the Finance & Administration Manager and Assistant Finance and Administration Officer with administrative tasks that are required to maintain the smooth and effective operation of the IOHDT.

**Audit/Governance**

1. Participate in audits of office based systems and procedures.