

Assistant to the Commercial & Operations Director

Job description /

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Job Purpose:

To support the Commercial & Operations Director with the smooth running of Vectare's Operations function

Job Location:

Loughborough Head Office

Line Manager:

Commercial & Operations Director

About Vectare

Founded in 2016 as a specialist transport consultancy, Vectare has grown over the past eight years into a vertically integrated transport solutions provider.

Alongside transport consultancy, Vectare now supplies bespoke transport management software to education sector and corporate clients, and operates a fleet of 100 Public Service Vehicles (buses, coaches and minibuses) on a range of corporate, home to school, local bus, Park and Ride and demand responsive transport services. Employing 200+ staff and transporting two million passengers per annum, we're now operating passenger transport services at scale.

Our mission is to deliver excellent road passenger transport to all who require it. We want to see bus and coach travel be a mode that people choose rather than just being the mode of last resort.

Our Head Office is in Loughborough, and we also operate multiple depots across the East Midlands and East of England. We have a regional office at Stansted Airport (Start Hill).



Main duties of the role

The main purpose of this role is to support the Commercial and Operations Director, and their team, who are responsible for the smooth running of all of Vectare's customer facing services. The specific duties listed below provide further details of what will be expected of you, but other duties of a similar nature may also be requested of you on an ad hoc basis.

- Process Directors' expense claims, including scanning expenses into the finance system and processing them appropriately, to include accurately assigning cost and tax codes to each expense.
- Attendance at internal and external meetings, to provide administrative support including minute taking and the management and updating of Team To-Do Lists.
- Order stationery and operational supplies for Head Office and individual depots as directed by a Director / via an approved internal order requisition process.
- Printing, laminating, binding, shredding and other reprographics related tasks on an as required basis
- Ensure local bus Lost Property queries are dealt with promptly, liaising with the passenger and relevant Operations Managers
- Providing the relevant operational teams with passenger statistics and reports, as required
- General administrative duties and errands as required by the Directors and other team members
- Liaise with internal and external people and organisations to coordinate meetings and manage the Directors' diaries, ensuring efficient scheduling and liaising with all parties to ensure meetings run smoothly
- Manage the Directors' inbox, prioritising and actioning emails where required
- Arrange public transport tickets and hotel accommodation for the Directors and other managers within the business, and arrange meeting room space, catering and other suppliers to ensure Vectare hosted meetings run smoothly and to a high standard

About You:

People are at the heart of our business and at Vectare, we only want the best people. Our team works to the highest standards, and we expect everybody to focus on high quality service delivery and attention to detail.



Person Specification:

- Friendly, flexible, helpful and customer focused
- Computer, smartphone, app and tablet literate
- Extremely comfortable using Microsoft Office and Google software suites
- Full UK car driving licence

We also offer:

- 20 days Annual Leave plus statutory Bank Holidays
- Defined contribution company pension scheme
- Perkbox healthcare and high street discounts scheme
- Apple iPhone and Macbook for work and personal use
- Open management culture with opportunities for progression

To apply for this role please, email jobs@vectare.co.uk, attaching your CV and cover letter.

