

Isle of Man Public Service Job Description

Job Title: Driver & Vehicle Administrator
Grade: AO / Pay Band 7
Department: Department of Infrastructure
Division: Highway Services
Location: Vehicle Test Centre, Tromode
Responsible to: Executive Officer

Job Purpose

To provide customer services and administrative support within the Driver and Vehicle team.

Main Activities:

- Creating and maintaining records of driving licence holders and registered keepers of vehicles.
- Issuing and where appropriate, refusing medical and foreign exchange driving licences.
- Processing of scrapped and insurance write off vehicles.
- Issuing vehicle registration documents and licensing vehicles.
- Writing letters and reports and updating forms and guidance notes.
- Undertaking searches of databases.
- Taking and processing fees, daily till reconciliation and balances, refunds and journal transfers.
- Arranging booking of vehicle and driving examinations.
- Working with Vehicle and Driving Examiners to provide operational assistance.
- Processing and issuing Residents Parking Permits.
- Assisting with the testing of new IT systems.

Other Information

The team is customer focused and good communication skills are essential. Training will be given on the use of relevant systems.

Person Specification

	Essential or Desirable	Method of Assessment
Qualifications		
No formal qualifications are required for the post.	N/A	N/A
Credibility		
Trustworthy and reliable, having access to personal data and information.	E	CV/Interview
Precise and showing attention to detail in all areas.	E	CV/Interview
Capability		
Operating Microsoft packages (word, excel, outlook, etc.).	D	CV/Interview
Good organisational and administrative skills.	E	CV/Interview
Strong oral and written communication skills.	E	CV/Interview
Experience in a customer services environment.	E	CV/Interview
Ability to provide front line customer services.	E	CV/Interview
Driver and Vehicle administrative experience.	D	CV/Interview
Character		
Calm and patient when dealing with customers with a friendly and approachable manner delivering a high standard of customer service.	E	Interview
Self-motivated, able to work on own initiative with a positive approach to new changes and challenges.	E	Interview
Reliable, enthusiastic and conscientious - able to work without close supervision.	E	Interview
Team Player with a flexible, caring, supportive and respectful manner treating others fairly.	E	Interview
Circumstances/Interests		
Isle of Man Worker.	D	Application
Full, valid driving licence.	D	CV