



Job Description

Transport Assistant

Zone	Activity
Reports to	Student Activities Coordinator
Hours	Flexible - normally between 3 - 10 hours per week

Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey students. We represent over 16,000 students at every level of their university experience, led by a team of elected student representatives and a dynamic staff team. The Union's Activity Zone is responsible for the provision of student activity at the Union with the key goal of making sure all students have access to activity outside of their academic studies, by ensuring there is adequate infrastructure and support for student activities within the Union.

We're looking for a reliable and proactive individual with good organisational skills and attention to detail. The Transport Assistant role is an exciting opportunity to support the safe, efficient, and reliable operation of Surrey Students' Union transport services. This includes assisting with student travel for various fixtures and events, ensuring vehicles are prepared and maintained, and providing excellent customer service to students/staff using the service.

Key Responsibilities

- Assist in the coordination and booking of transport requests
- Help manage onboarding processes for new drivers, completing competency checks with them when required
- Monitor and respond to transport-related emails, handling enquiries and providing timely, accurate information
- Provide a friendly and professional point of contact for students and staff using the transport services
- Support vehicle preparation, including basic vehicle checks (cleanliness, fuel levels, safety equipment etc)
- Report any issues, incidents, or delays promptly to other members of the Transport Team
- Work collaboratively with Union staff

Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Basic understanding of vehicle safety procedures	X		X	
Experience of customer services, events or administrative roles		X		
Good administration and organisation abilities with strong attention to detail	X		X	
Strong communication and interpersonal skills	X		X	
Reliable, punctual, and responsible		X		
Ability to work well in a team and independently		X		
Problem-solving skills and the ability to use initiative	X		X	
Full driver's license		X		