

DAY IN THE LIFE OF; BUSINESS OPERATIONS GRADUATE

Day in the life of a Business Operations Graduate.

As a Business Operations Graduate, you will support with the development and improvement of operational practices across our UK businesses, ensuring that the day-to-day operation is handled and executed with maximum efficiency. Reporting into the National Operations Director, you will work as part of the Operational Team and will divide your time on a rotational basis between our Journey Booking Centre (Call Centre), Driver Partner Experience Team and Commercial Account function.

What you can expect in the role.

RESPONSIBILITIES (CALL CENTRE FUNCTION)

- You will support our Regional Journey Booking Centre Manager to assist them
- Supporting the Journey Booking Centre Manager to roster staff effectively and efficiently.
- Manage staff resourcing issues.
- Manage the Time and Attendance system.
- Assess and where appropriate, implement improved processes and new technologies, and collaborate with management regarding the implementation of any improvements.
- Audit the operational efficiency of each region's booking platforms and procedures, identifying areas of improvement and communicating any recommendations - and where appropriate, implementing any such approved changes.
- Assess and communicate customer issues with the Passenger Experience Team, with the aim of devising ways to improve the customer experience, including avoiding and resolving problems and / or complaints.
- Work closely with regional management teams to set and/or implement policies, procedures and system development and where appropriate, support with such implementation.
- Explore and identify any potential improvements in relation to automation and efficiency across our Journey Booking Centre's.

RESPONSIBILITIES (DRIVER PARTNER EXPERIENCE TEAM)

- You will support our Regional Driver Partner Experience Manager in order to
- Understand what a Day in the Life of a Driver Partner looks like.
- Champion a "best customer service approach" to Driver Partners.
- Adhere to and execute the Driver Partner (DP) set up procedure for all new DPs, complying with local authority licensing requirements.
- Learn and execute the Driver Partner disengagement process.
- Assist DPs in completing all relevant licensing paperwork to ensure any Driver Partner attraction campaigns launched are effective and successful.
- Support the local point of contact for DPs where queries / matters cannot be addressed via the Driver Partner Portal or where face-to-face contact is required or requested. (E.g. accessing the Driver App and the Driver Partner Portal, handling complaints).
- Promote the use and functionality of the Driver Partner Portal, knowing how and when to use by and on behalf of DPs.
- Manage, respond and action all relevant tickets issued via Zendesk in a timely manner.
- Understand and become a champion user of the Driver Partner Portal for internal use.

- Process and maintain the weekly administration documentation for Veezu Services, informing the Veezu Services Team of any local Operator charges and credits to be processed accordingly, on a weekly basis.
- Identify elements of iCabbi development and / or improvement, raising a ticket on Zendesk wherever relevant and in order for your query or suggestion to be reviewed, resolved and closed appropriately.
- Continually provide recommendations that are capable of improving service delivery outcomes.
- Support the Regional Driver Partner Experience Manager with identifying and informing VSL on any DP marketing campaign needs.

RESPONSIBILITIES (COMMERCIAL ACCOUNT ADMINISTRATION)

- You will experience first-hand what the commercial account setup and maintenance process is a Veezu and expectation
- On-board new corporate account customers and handle the day-to-day management of corporate account bookings and addressing any queries / feedback regarding the bookings.
- Assist with opening new corporate account relationships and process credit scores in collaboration with the on-boarding strategy.
- Support with ensuring that all corporate account customers have agreed Terms & Conditions of Business, and they are recorded and saved in the T Drive in the designated space.
- Continuously look to improve the customer experience by suggesting changes to service delivery and supporting the Regional Commercial Relationship Manager to implement any agreed changes.
- Process and administer all enquiries and bookings from corporate account customers in a timely manner and with excellent customer service.
- Collaborate with the Regional Commercial Relationship Manager to identify ways where the placing of corporate account customer bookings can be automated wherever possible.
- Support with designing and implementing a process for the automation of customer account relationships.
- Support with the roll out of any automated system for corporate account customers providing guidance to account holders wherever possible.
- Embrace the introduction of any ticketing system for in-bound passenger / corporate account interaction, and work to ensure its successful implementation within the Region.

ORGANISATIONAL DEVELOPMENT

- Develop a strong organizational understanding through your rotation across the hubs and regional departments.
- Develop an understanding of the processes and relationships between departments across the Veezu Group.
- Build and continually strengthen your knowledge of the operations across the Veezu Group.
- Support and facilitate management with achieving the strategic objectives across the business.

- Continually update and develop your job knowledge by participating in educational opportunities; reading professional publications and keeping up to date with industry changes.

ACQUISITION AND GROWTH

- Support with the efficient integration and support for new acquisitions where required.
- Contribute to the development of an environment that encourages change, growth, and trust in our own Company and in our partnership with others, working together as one team.

COMMUNICATION AND MANAGEMENT

- Create, manage and maintain specific communication for relevant management meetings.
- Establish a structure of program and function reviews to increase visibility, drive operational alignment, and identify blockers or obstruction to growth and efficiencies.
- Drive change management and business transformation efforts across the business where required.

PEOPLE AND DEVELOPMENT

- Identify and create training methodology to rectify performance issues and drive operational excellence, whilst ensuring business processes meet the requirements/objectives.
- Keep track of staffing requirements and support with the recruitment of new talent as and when needed.
- Support regional hub managers with resource planning requirements.
- Plan and deliver operational training & support to regional managers.
- Support managers with fostering a high performance culture across the regional hubs.
- Encourage cohesiveness, performance and development at all times.

ISO27001 COMPLIANCE

- Ensure that all information is safeguarded at all times, in line with the General Data Protection Regulation (GDPR).
- Be committed to maintaining our ISO27001 certification and set high standards for Information Security compliance.
- Maintain information security to a recognised required standard in line with business needs.

Our expectations of you.

Ability to multitask and prioritise projects
 Must be team and results focused
 Has leadership and managerial qualities
 Outstanding analytical skills
 Must have excellent process and business improvement background
 Participation in successful major change programmes
 Experience in preparing and presenting recommendations to an audience
 Able to demonstrate working knowledge of Word, Excel, PowerPoint and Outlook

Our Values.

You embrace and embody our values by using them to guide your decisions and actions every day.
 You are bold. You think differently.
 You make it simple.
 You do the right thing.
 Together we create amazing journeys.

