

## Job Description

<b>Job Title:</b>	<b>Business Support Officer (Transport &amp; Logistics)</b>		
<b>Job No:</b>	BSO-TL-001	<b>Division:</b>	Logistics & Operations
<b>Service:</b>	Transport & Distribution	<b>Team/Section:</b>	Business Operations
<b>Responsible to:</b>	Transport Manager / Senior Management	<b>Contract:</b>	Full-Time   Permanent
<b>Location:</b>	Olympus House, Quedgeley, Gloucester	<b>Reg. No.:</b>	15451522

### Overall Purpose of Role:

To provide high-quality administrative, operational, and coordination support to ensure the efficient running of MML World Services' transport and logistics business functions.

- To act as a central point of contact across internal departments, driver teams, customers, and external stakeholders, ensuring seamless communication and service delivery.
- To maintain full compliance with company policies, transport regulations, data protection requirements, and MML's health and safety standards across all administrative functions.
- To support senior management and operational teams with reporting, performance monitoring, procurement, financial administration, and continuous improvement initiatives.

## Key Job Activities

Key Job Activities	% of Role
<p><b>Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Provide comprehensive administrative assistance to management and operational teams, including preparation of correspondence, reports, meeting minutes, and presentations.</li> <li>• Maintain accurate and up-to-date records, both electronic and paper-based, ensuring information is accessible, properly filed, and audit-ready at all times.</li> <li>• Manage diaries, schedules, and appointments for senior management where required.</li> <li>• Support internal communications across all departments, ensuring</li> </ul>	<b>25%</b>

<p>consistent and professional information flow throughout the business.</p> <ul style="list-style-type: none"> <li>• Coordinate and support daily administrative operations across transport and distribution teams, acting as a reliable point of contact for routine business matters.</li> </ul>	
<p><b>Operational Support</b></p> <ul style="list-style-type: none"> <li>• Assist in coordinating transport schedules, routes, and resource allocation to support the efficient deployment of drivers and vehicles.</li> <li>• Support fleet administration, including maintenance records, vehicle inspection documentation, and operator licence compliance checks.</li> <li>• Monitor service performance and assist in reporting key performance indicators (KPIs) to management, identifying trends and areas for improvement.</li> <li>• Work closely with transport planners and warehouse teams to ensure smooth day-to-day operations and swift resolution of any operational disruptions.</li> <li>• Support the planning team during peak periods to ensure service levels are maintained across all distribution activities.</li> </ul>	<b>20%</b>
<p><b>Customer Service &amp; Stakeholder Liaison</b></p> <ul style="list-style-type: none"> <li>• Act as a first point of contact for customer enquiries and service requests, handling all communications professionally, promptly, and in line with MML's service standards.</li> <li>• Build and maintain effective working relationships with clients, suppliers, hauliers, and external partners, representing MML World Services with professionalism at all times.</li> <li>• Ensure high standards of customer service are consistently delivered, escalating issues appropriately and supporting the resolution of complaints and service failures.</li> <li>• Communicate proactively with stakeholders regarding service updates, delivery exceptions, and operational changes, managing expectations effectively.</li> </ul>	<b>20%</b>
<p><b>Compliance &amp; Governance</b></p> <ul style="list-style-type: none"> <li>• Ensure adherence to transport regulations, company policies, GDPR requirements, and all applicable legal standards across administrative and operational functions.</li> <li>• Support internal and external audits, inspections, and compliance reporting, ensuring documentation is accurate, current, and readily available.</li> <li>• Maintain up-to-date compliance records covering fleet, driver documentation, health and safety, and operator licence requirements.</li> <li>• Promote a positive culture of health, safety, and environmental responsibility across all areas of the business, in line with MML's stated policies and values.</li> </ul>	<b>15%</b>
<p><b>Financial &amp; Procurement Support</b></p> <ul style="list-style-type: none"> <li>• Assist with processing invoices, raising purchase orders, and tracking expenses accurately and in line with MML's financial procedures.</li> <li>• Support procurement activities, including coordinating with suppliers, monitoring stock levels, and ensuring value-for-money purchasing across business functions.</li> <li>• Contribute to budget tracking and financial reporting processes,</li> </ul>	<b>10%</b>

<p>providing timely and accurate data to support management decision-making.</p> <ul style="list-style-type: none"> <li>Liaise with the finance function regarding payment queries, subcontractor invoices, and fuel card reconciliations.</li> </ul>	
<p><b>Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>Proactively identify opportunities to improve administrative and operational processes, recommending practical solutions that enhance efficiency and reduce cost.</li> <li>Support the implementation of new systems, procedures, and technology platforms, contributing to the smooth transition of business improvement initiatives.</li> <li>Contribute to business improvement projects as directed by senior management, providing administrative and coordination support throughout the project lifecycle.</li> </ul>	<b>5%</b>
<p>Carry out other miscellaneous duties associated with the role as directed by the Transport Manager or Senior Management.</p>	<b>5%</b>

## Key Contacts

Key Contact	Purpose	Frequency
<b>Transport Manager / Senior Management</b>	Primary line manager and point of escalation for operational decisions, priorities, and performance matters.	Daily
<b>Transport Planners &amp; Drivers</b>	Operational coordination, scheduling support, driver briefings, and day-to-day transport queries.	Daily
<b>Customers &amp; Clients</b>	Handling enquiries, service requests, delivery updates, complaint resolution, and relationship management.	Daily
<b>Warehouse &amp; Dispatch Teams</b>	Coordination of outbound loads, goods-in support, returns management, and operational liaison.	Daily
<b>Finance</b>	Invoice processing, purchase orders, expense tracking, fuel card reconciliation, and budget monitoring.	Weekly
<b>Suppliers &amp; Vendors</b>	Procurement coordination, stock monitoring, delivery scheduling, and supplier relationship management.	Weekly
<b>HR / Payroll</b>	Administrative support for driver records, training documentation, absence management, and onboarding.	Occasionally
<b>External Auditors / Regulators</b>	Support for audits, inspections, compliance reporting, and provision of documentation as required.	Occasionally

## Key Job Outcomes

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### Administrative & Operational Support

- Management and operational teams receive timely, accurate, and professional administrative support that enables them to focus on service delivery and strategic priorities.
- All records, databases, and filing systems are maintained to a high standard and are audit-ready at all times.
- Transport schedules and resource allocation are supported efficiently, contributing to on-time service performance across the distribution network.

### Customer Service & Stakeholder Relations

- Customers and stakeholders receive consistent, professional, and prompt communication that upholds MML World Services' reputation for reliability and service excellence.
- Complaints, service failures, and queries are handled efficiently and resolved to a satisfactory standard, maintaining client confidence and trust.

### Compliance & Governance

- All administrative and operational activities are conducted in full compliance with applicable legislation, company policies, and MML's internal standards.
- Compliance documentation is maintained accurately and made available for audit, inspection, or management review at any time without delay.

### Financial & Continuous Improvement

- Financial administration tasks are completed accurately and on time, supporting effective budget management and sound financial governance across the business.
- Improvement opportunities are identified and communicated proactively, contributing to a culture of continuous improvement and operational excellence.

## Person Specification

Please use this person specification to understand what Qualifications, Experience, Knowledge, and Skills you will be required to demonstrate for this role.

### Hints and Tips

**Measured by Application Form:** Provide clear examples on your application form demonstrating how you meet each criterion. List each criterion and provide specific evidence under each heading.

**Measured at Interview:** The panel will ask you to provide examples of your experience and capabilities. Prepare using the STAR method: **Situation | Task | Action | Result.**

### Measured from Application Form

Qualifications	Essential (E) / Desirable (D)
GCSEs (or equivalent) including English and Mathematics at grade C/4 or above.	E
Proficiency in Microsoft Office applications including Word, Excel, and Outlook.	E
Qualification in Business Administration, Logistics, or a related field (e.g. Level 2/3 Business Admin).	D
Professional administrative certification (e.g. BTEC, NVQ, or equivalent).	D

### Measured at Interview

Experience	Essential (E) / Desirable (D)
Experience in an administrative or business support role, ideally in a fast-paced environment.	E
Experience managing multiple tasks and competing priorities simultaneously while maintaining accuracy and professionalism.	E
Experience handling customer or stakeholder enquiries and resolving issues effectively.	E
Experience maintaining accurate records and databases in a compliance-focused or regulated environment.	E
Experience within the transport, logistics, or distribution sector.	D
Experience supporting operational or fleet management teams.	D
Experience assisting with financial administration including invoicing, purchase orders, or budget tracking.	D

Knowledge	Essential (E) / Desirable (D)
Understanding of general business administration processes and office management best practices.	E
Awareness of data protection principles and GDPR obligations in a business context.	E
Knowledge of transport and logistics operations, including scheduling, fleet management, and compliance.	D
Familiarity with compliance and regulatory requirements in the transport sector, including operator licensing and driver hours.	D

Skills	Essential (E) / Desirable (D)
Excellent organisational and time management skills, with the ability to prioritise effectively under pressure.	E
Strong written and verbal communication skills, with confidence to liaise professionally at all levels of the organisation.	E
High level of accuracy and attention to detail, particularly in relation to record keeping, documentation, and data entry.	E
Ability to work independently and as part of a team, demonstrating flexibility and a positive, can-do attitude.	E
Strong problem-solving and decision-making abilities, with the capacity to remain calm and solution-focused under pressure.	E
Confident IT user with experience of Microsoft Word, Excel, Outlook, and internet to a good level.	E
Analytical skills and ability to interpret operational and performance data to support management reporting.	D
Experience using business management systems or logistics/transport software platforms.	D

Other Requirements	Essential (E) / Desirable (D)
Ability to work flexibly to meet business needs, including occasional early starts, late finishes, or weekend working during peak periods.	E
Professional and proactive approach to work, with a genuine commitment to continuous learning and personal development.	E
Subject to a standard DBS check.	E
Full UK driving licence.	D

# MML World Services — Values & Behaviours

Every member of the MML World Services team is expected to demonstrate these values consistently in their daily work, regardless of role or level.

<b>Reliability</b>	We show up, on time, every time. The post-holder is expected to demonstrate consistent dependability across all administrative and operational responsibilities, ensuring nothing falls through the gaps.
<b>Professionalism</b>	We represent MML World Services with pride. The post-holder will conduct themselves with integrity, courtesy, and a consistently high standard of professionalism when dealing with colleagues, drivers, customers, and external partners.
<b>Safety First</b>	We never compromise on safety. The post-holder will actively promote and comply with MML's health and safety policies and support a culture where safety is everyone's responsibility.
<b>Transparency</b>	We communicate honestly and clearly. The post-holder will maintain accurate records, communicate proactively with stakeholders, and escalate issues promptly without exception.
<b>Community</b>	We invest in the people and communities we serve. The post-holder will champion MML's inclusive culture, support the development of colleagues, and contribute to our social value commitments including local employment and environmental responsibility.

## What We Offer

We recognise that our people are our greatest asset. In return for your skills, dedication, and commitment, MML World Services is pleased to offer the following:

- Competitive salary and benefits package, reviewed annually in line with performance and market rates.
- 28 days' annual leave inclusive of bank holidays, increasing with length of service.
- Company pension scheme with employer contributions.
- Comprehensive induction programme and ongoing training and development opportunities.
- Clear and structured career progression pathways within the transport and logistics function.
- Exposure to a dynamic and fast-growing industry with a genuine opportunity to make a meaningful impact.
- Employee Assistance Programme (EAP) providing confidential support for personal and professional wellbeing.
- Free on-site parking.
- A supportive, inclusive, and team-oriented working culture where every individual's contribution is valued and recognised.

### Our Commitment to Equality and Diversity

MML World Services is an equal opportunities employer committed to creating an inclusive and supportive working environment where all employees are treated with dignity and

respect, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. We actively encourage applications from candidates of all backgrounds and communities and welcome requests for reasonable adjustments to our recruitment process.

## How to Apply

To apply for this position, please submit your up-to-date CV along with a covering letter explaining why you are the ideal candidate for this role. Please highlight relevant experience, specific achievements that demonstrate your suitability, your current notice period, and salary expectations.

Applications should be submitted via our recruitment portal or emailed directly to our HR team. We aim to acknowledge all applications within five (5) working days of receipt. If you would like an informal discussion about the role before applying, please contact our HR department.

<b>Telephone:</b>	+447 4666 34351
<b>General Email:</b>	info@mmlworldservices.com
<b>Admin / HR:</b>	admin@mmlworldservices.com
<b>Address:</b>	Olympus House, Olympus Business Park, Quedgeley, Gloucester, GL2 4NF
<b>Closing Date:</b>	Please refer to the job advertisement posting for the specific closing date.