



North & Mid Wales Trunk Road Agent



Business Support Officer Recruitment Pack

Welcome from the Head of Service



Mark McNamara
NMWTRA HEAD OF SERVICE

At the NMWTRA, we help create a road network that connects people and places in a safer, greener and more reliable way.

We work on projects across North and Mid Wales that address some of the country's most critical challenges. From complex infrastructure, increasing transport needs, and climate change – we combine innovation, expertise, and technology to make North and Mid Wales a better place to live, work and visit.

You can contribute to work that will have a lasting positive impact on your local community with an organisation where diversity, equity and inclusion are shared values. We're committed to fostering a work environment that's supportive, respectful, and inclusive, with great opportunities for growth.

Why not give it a try? We would be very happy to consider your application to join our skilled, enthusiastic, and friendly team.

A handwritten signature in black ink, appearing to read 'Mark McNamara'.

Where we're based

**Over 250
employees based
across North and
Mid Wales.**

- **Aberystwyth, Ceredigion**
- **Bangor, Gwynedd**
- **Conwy**
- **Dolgellau, Gwynedd**
- **Halkyn, Wrexham**
- **Llandrindod Wells, Powys**
- **Newtown, Powys**





Job Title: Business Support Officer

Salary: S1 (SCP 12-17) £28,598 - £31,022

Duration: Permanent

Location:, Aberystwyth/Llandrindod

Closing date: 17/09/2026

Application forms and further details available at www.gwynedd.gov.uk or by telephoning 01286 679076.

[Apply here](#)

Purpose of post

NMWTRA has an exciting opportunity for an enthusiastic candidate to join our dynamic Business Support team.

This is an excellent opportunity for someone looking to build a rewarding career in business support, develop new skills, and work in a role where no two days are the same. We offer flexible working arrangements, a positive team culture, ongoing learning opportunities, and the chance to work on initiatives that make a real difference

This exiting role varies from day to day and includes some of the following tasks:

- To provide an effective business support to the agency.
- To provide support for unit and senior managers
- To be the first point of contact with the WG and the public with regards to any queries, correspondence and complaints and to manage and facilitate efficient and effective responses and managing the IRIS system to ensure queries are responded to by the set target dates.
- Assisting with CCTV footage on behalf of WG/NMWTRA
- On Call Rota – Manage the on call rota.

A group of construction workers wearing high-visibility orange and yellow safety suits and hard hats are standing on a concrete construction site. In the background, there are hills and a construction crane.

Responsibilities

Main Duties

To provide support to senior managers and provide effective business management function and support for the area in which the post is located or at other Agency offices.

Fleet Management –

- Arranging and liaising with relevant staff to ensure that all vehicles are serviced, maintained and MOT's are undertaken within the given timeframe.
- Updating records of all vehicles and maintain the fleet database in conjunction with the SLA including the issuing of pool vehicle keys.

HR Functions

- Maintain the NMWTRA Employee checklist to ensure that all documents have been completed and returned.
- Administrating the sickness/Leave/TOIL function via Tensor. Ensuring staff sicknesses are recorded as per the Policy,
- Managing absenteeism – administering and forwarding the daily lateness reports to Line Managers for actioning.
- Staff Performance Review – Ensuring appraisals are undertaken yearly by Line Managers and arrange calendar dates/invites to staff on behalf of Line Managers
- Provide guidance on the day to day use on the TENSOR system to staff and how to correctly follow the process, carry out the registration process and any amendments that cannot be actioned for technical reasons by the Line Manager, ensuring staff sickness are recorded, provide monthly reports to Senior Line Managers to ensure that the formal procedures on managing staff absenteeism are followed.
- Assisting the Business Development and Support Manager in producing and delivering training programmes, staff induction packs, interviews, uploading relevant certificates to SharePoint.

Training Administering

- Administering the MODS Training Module to create training titles, arranging dates and liaising with relevant staff within the Agency.

Technical support/administration

- To assist the Business Development and Support Manager in the fulfilment of his/her duties as required. To communicate effectively and courteously with elected members, the public, members and officers of the Assembly and other external organisations and bodies.
- To co-operate and liaise with staff from the Agency, other Departments of the Council, and Partner Authorities in order to promote the effective management of the Agency.



Person Specification

You should refer to these job specific criteria in your application form.

Job Specific Criteria

Personal attributes

Essential

The successful candidate will demonstrate the ability to work effectively within a team environment, contributing positively to goals while maintaining clear communication. They will also possess strong self-management skills, including the ability to prioritise tasks, manage their time efficiently, and work independently when required.

Qualifications and relevant training

Essential

We're seeking someone who has 5 GCSE's, NVQ Level 2 or equivalent qualification plus relevant experience.

Relevant Experience

Essential

Experience of minute taking
Experience in fleet management
Experience working in a fast-paced environment
Experience of dealing sensitively and diplomatically with queries and complaints by members of the public, contractors and elected members

Skills and specialist knowledge

Essential

Looking for someone who has knowledge of computerized packages i.e. Microsoft and have knowledge of working with management database systems.

Language requirements

Essential

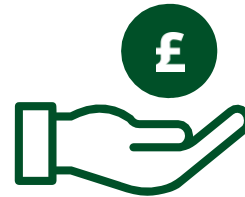
The ability to speak English is essential for this role.

Working for the North & Mid Wales Trunk Road Agent

NMWTRA is an exciting place to work. We have progressive policies and a commitment to training and development.



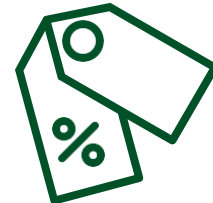
- 27.5 days of annual leave per year.
- 8.5 days of public and statutory holidays.



- Incremental pay increase
- Generous Local Government Pension Scheme further information on the [Gwynedd Pension Fund](#) website.



- The opportunity to work in beautiful locations across North and Mid Wales including 1 national parks, 50 nature reserves and 1,680 miles of stunning coastline.



- Assisted car purchase & cycle to works schemes
- Lifestyle savings on groceries, holidays, eating out, DIY, electricals, insurance, motoring, and much more!



- On the job learning and exciting career development opportunities.
- Contribution towards the membership of professional bodies which are relevant to the work.



- MEDRA Counselling service - free and confidential counselling service for staff
- Generous maternity, foster, adoption, and shared parental leave