



Role Profile

FLEET OFFICER

Reference No.	JBA1420	Type	Individual
Service	AT&E, Environment and Building Services, Fleet Operations		
Job Family	Professional 1	Grade	FC7

Purpose

Reporting to the Service Manager, the post holder(s) will be the main customer contact for a range of fleet management, procurement, and workshop maintenance services. A key part of this position is focusing on fleet customer services detailed within the Service Level Agreement, supporting the workshops, and building a sound working relationship with our fleet customers.

The post holder will also be required to assist in the follow-up of internal audit reviews, customer feedback questionnaires and other fleet and business related projects, e.g. fleet carbon footprint monitoring.

Additionally, they will support and assist the Management Team in ensuring the effective delivery and development of cost effective, quality services, evaluated against the key elements of the National APSE performance network criteria.

The post-holder will also contribute to the achievement of the Service's key priorities and milestones as set out in the Environment and Building Services Team Plan.

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Support the Fleet Service Manager to ensure that high quality customer focused services are delivered in an effective and efficient manner in accordance with Best Value principles. This involves assisting in the management of fleet services being provided to customers under the contract hire agreements.</p>	<p>The post holder is required to have a background in Fleet scheduling and service control.</p>	✓	
<p>Offer a one-stop-shop fleet service to our fleet customers both internal and external.</p> <p>Further develop the good working relationship that currently exists with our fleet customers by having regular contact with them.</p> <p>Represent Fleet Operations as required on internal and external working groups, liaison with external agencies, etc.</p>	<p>Experience of working in a Local Authority, experience relevant to role.</p>		✓
<p>Become an active member of the regular Service Review meetings preparing and presenting topics as required.</p>	<p>Knowledge and experience of light, heavy vehicles, and plant.</p>	✓	
<p>Part of this role will cover a supervisory capacity responsible for the day-to-day running of a fleet maintenance workshop.</p> <p>To allocate work on a day-to-day basis to Fleet Support staff and supervise progress and quality against agreed standards and priorities.</p>	<p>Knowledge of road transport legislation, construction and use regulations, health & safety, and other relevant legislation.</p>	✓	
	<p>Extended knowledge in the management of inspecting, servicing and repairing light and heavy vehicles e.g. Time served fleet engineer or extensive fleet management support experience.</p>	✓	
	<p>Use and understanding of a modern fleet and its associated services are required.</p>	✓	
	<p>Experience in the use of associated computerised fleet management system e.g. TRANMAN.</p>	✓	

E = Essential Criteria D = Desirable Criteria

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Maintain awareness of changes in legislation, regulation and good practice at a national level which impacts on the delivery of Fleet Operations' functions forwarding recommendations to the Fleet Service Manager for consideration and implementation.	Educated to City & Guilds or an SVQ level 3 or equivalent and attainment of a recognised technical, professional qualifications e.g. membership of the Institute of Road Transport Engineers.	✓	
As required, project manage defined business and fleet programmes. This could include fleet capital replacement programme, review and updates from fleet management reports and service contact feedback, review of fleet procurement methods, review of maintenance arrangements and workshop facilities, review of fleet management systems and the impact on job functions. Other technical projects could include review of fleet operational efficiency, fleet carbon footprint and taxi operations, additional hire requirements and pool car management.	Understanding of the Civic Government Scotland Act 1982 (testing of taxis & private hire cars).	✓	
Chair meetings with fleet customers documenting their fleet requirements. Advise in writing outcomes and next stages.	You will have moderate post qualification experience, preferably in a transport / fleet environment, with underpinning knowledge or experience in a supervisory role. You will have undertaken supervisory training and must be able to demonstrate continuous professional development. Ability to supervise and allocate work to agreed standards.	✓ ✓ ✓	
	ECDL qualification or equivalent.		✓

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Liaise with fleet support and obtain information on existing fleet costs and operational performance. Ensure capital and revenue funding is in place. Liaise with Scotland Excel / approved suppliers progressing vehicle specification requests, prices, and delivery confirmation.	DVSA – Driver and Vehicle Standards Agency nominated tester, quality control inspector and site manager.		✓
Liaise with approved manufacturers, body builders, ancillary equipment suppliers etc and prepare draft specifications for approval.	Driving licence.		✓
Arrange demonstration fleet items as required and ensure a full product evaluation is carried out.	CMI Level 3 Certificate in Management or equivalent.		✓
Prepare order specifications for final approval ensuring that capital and revenue financial budgets are approved.	CPC In Roads Transport Management.		✓
	Good understanding, awareness, and appreciation of Health & Safety at Work.		✓
	Ability to contribute and where appropriate development of imaginative solutions to situations affecting the Council and Fleet Operations.	✓	

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Follow up orders with project meetings involving customers, suppliers, and other stakeholders, reconfirm specification, prices, build programme, delivery dates and times.	A team player with the ability to build good working relationships with colleagues, partners, and others within and out with the Council including suppliers and contractors, etc.	✓	
Update and input to master capital project plan on an ongoing basis keeping customer advised of build programme and delivery dates. Note: when procuring fleet items through a non-Scotland Excel contract, ensure all tender evaluations are carried out in line with Fleet Operations and Finance & Procurement procedures and Best Value practice. <i>Conformance with Fleet Operations' Operating Procedures:</i> <i>Vehicle & Plant Replacement Programme, FRM/01.</i> <i>Disposal of Vehicles, FRM/02.</i> <i>Fleet Inventory Data Control, FRM/03.</i>	Good customer care skills.	✓	
	Evidence in personal development.		✓
	Ability to prepare documents / reports, ensuring that all information is presented in clear unambiguous terms which allow parties, familiar or unfamiliar with the subject matter, to determine the exact nature of the document and understand the role and responsibilities of all involved.	✓	
The post holder will provide support to the named service centres in the following areas: <ul style="list-style-type: none"> • Customer focus – liaise directly with fleet customers and develop services offered under Service Level Agreements or contracts. • Workshop Co-ordinator cover – when required, provide supervisory cover for holidays and long-term sickness. 	Ability to effectively organise and manage workload priorities and allocation of staff resources in the context of workload, budget, and Service/customer expectations.	✓	
	Decide on application of appropriate professional practices to ensure continuous improvement and best value service delivery.	✓	

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<ul style="list-style-type: none"> • Vehicle downtime - supervise the centralised management of vehicle downtime and the co-ordination of service replacement fleet items. The post holder will have direct access to the Tranman Fleet Management downtime monitoring module and will be responsible for continually monitoring vehicle off-the-road time and reporting concerns to the Service Coordinator and/or Line Manager. • Job costing and recharging - supervise the inputs of costed and recoverable jobs raised in the workshops. Ensure labour hours are booked in accordance with the job costing codes and that materials relate to the work carried out. The post holder will have direct access to the corporate reporting tool and the 4 weekly revenue reports. • Take a lead role in the development of Workshop Service Quality Control Standards, including operating systems and procedures. • Take a lead role on Health and Safety requirements and operations at the workplace, ensuring compliance and effective management of risk assessments, employee communications and inclusion, etc. • Take a lead role in managing periodic and ad hoc audits and checks on the fleet management system, ensuring that all documentation and reports are completed in accordance with Service and Council procedures. • Take a lead role in the preparation, collation, and evaluation of information to be used for productivity monitoring and evaluation, benchmarking, etc. 	Ability to interpret and analyse detailed information and able to present the information in the most suitable format for the intended audience.	✓	
	Require detailed knowledge of IT systems such as Microsoft relating to administrative, management and financial systems.	✓	
	Ability to devise new administrative procedures and routines, as required, to match the changing needs of the service.	✓	
	An ability to positively contribute to the development, implementation, and management of key areas of responsibility and activity specific to the post.	✓	
	An ability to positively contribute to, support and lead on service improvements and initiatives.	✓	
	An ability to measure standards of performance and service delivery and make appropriate recommendations, reports etc. to your line Manager.	✓	

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<ul style="list-style-type: none"> • <i>Conformance with Fleet Operations Operating Procedures:</i> <i>Service Reception, Customer Care & Complaints, M/01.</i> <i>Raising of Job Cards, WM/02.</i> <i>Materials Control – Direct Stock & Tyre Purchase, WM/03</i> <i>Vehicle Downtime Recording & Monitoring, WM/04</i> <i>Acquisition, Disposal & Maintenance of Workshop Equipment, WM/05</i> <i>Warranty Claims Administration, WM/06</i> <i>Emergency Standby, WM/07</i> 	An ability to positively contribute to the creation of imaginative solutions to meet Service and customer needs.	✓	
	The ability to positively contribute, plan, influence and implement change innovation which drives Best Value.	✓	
	A comprehensive knowledge and awareness of appropriate regulatory, legislative, statutory requirements and governance issues commensurate with the remit of the post. A focus on results and manage projects and programmes in ways which improve performance and deliver effective services to our customers.	✓	
	An ability to communicate clearly and effectively with all relevant internal and external clients, stakeholders, contractors, consultants, etc.	✓	
	Ability to prepare and draft technical reports.	✓	
Undertake any other management or operational tasks as designated from time to time by the Fleet Service Manager.	Experience of in-house computer packages.		✓

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	Demonstrate detailed knowledge of IT systems such as Microsoft relating to administrative, management and financial systems.	✓	
	Ability to provide a regular and effective service.	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			
Actively contribute to collate the APSE performance network annual national data returns.	Ability to prepare documents / reports, ensuring that all information is presented in clear unambiguous terms which allow parties, familiar or unfamiliar with the subject matter, to determine the exact nature of the document and understand the role and responsibilities of all involved.	✓	
Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required			
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.			

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- How we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.

Self-management of your contribution to Fleet Operations and wider Asset & Facilities Management Services by way of maintaining your behavioural and professional skills through learning and personal networks.

The ability to positively lead, plan, influence and implement change innovation which drives Best Value.

An ability to communicate clearly and effectively with all relevant internal and external clients, stakeholders, contractors, consultants, etc