



Role Profile

TEAM MANAGER (FLEET OPERATIONS)

Reference No.	A4915	Type	Generic
Service	Fleet Services		
Job Family	Team Manager 2	Grade	FC9

Purpose

To support the Service Manager in leading, managing and developing the fleet maintenance workshops, ensuring high quality customer focussed services are delivered in an effective and efficient manner. The position will oversee a one-stop-shop approach for all fleet maintenance services, improving service delivery, providing value for money and exploring opportunities to expand the business base.

As part of the Fleet Management Team the post-holder will also contribute to the achievement of the Service's key priorities and compliance with the CPC Operators License requirements. The postholder will coordinate service provision, aligning resources with client priorities and customer needs. The postholder will support the development of an alternative fuel strategy to reduce carbon emissions and create a green fleet over time. The postholder will contribute to introduction of alternative delivery models and procurement routes to create resilience in service provision when demand exceeds internal capacity.

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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>Ensure service delivery remains at a consistent, high professional level across the 4 Mechanical Garage Workshops.</p> <p>Assume responsibility as principal contact and holder of the Council's Operator Licence.</p> <p>Embrace and promote a 'customer first' philosophy in line with the Council's corporate objectives.</p> <p>Manage the programming of workshop loading requirements in consultation with Service users and Workshop Supervisors.</p> <p>Manage and co-ordinate the scheduling of workload and resources to provide an effective and programmed service. Overview the preparation and implementation of the planned maintenance programme and the fleet replacement programme.</p> <p>Manage and co-ordinate the procurement of sub-contractors.</p> <p>Respond to urgent/emergency changes in team priorities by moving staff within the Team to deal with unplanned peaks and troughs in the team's overall priorities.</p>		<p>Educated to SCQF level 8, which includes HND SVQ level 4 or equivalent in a Transport related subject</p> <p>Ability to obtain Accredited Vehicle Operator's Licence Standard National qualification within agreed timeframe</p> <p>Significant experience in fleet workshop management and service delivery.</p> <p>Considerable experience in Local Government in a similar role</p> <p>Membership with the Institute of Road Transport Engineers</p> <p>Professional Management Qualification e.g., NEBSM</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p>Take a lead role in the development of workshop Service Quality Control Standards, including operating systems and procedures.</p>		<p>Knowledge of industry legislation and standards</p> <p>Effective organisational skills</p>	<p>✓</p> <p>✓</p>	

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<p>Reviewing and updating of Procedures relating to Fleet Operations and Operators Licence Compliance:</p> <ul style="list-style-type: none"> • Conformance with Fleet Services' Operating Procedures: • Service Reception, Customer Care & Complaints, M/01. • Raising of Job Cards, WM/02. • Materials Control – Direct Stock & Tyre Purchase, WM/03 • Vehicle Downtime Recording & Monitoring, WM/04 • Acquisition, Disposal & Maintenance of Workshop Equipment, WM/05 • Warranty Claims Administration, WM/06 • Emergency Standby, WM/07 <p>Review maintenance arrangements, workshop facilities, operational efficiency, fleet carbon footprint and taxi operations, additional hire requirements and pool car management.</p> <p>Maintain awareness of changes in legislation, regulation and good practice at a national level which impacts on the delivery of Fleet Operations functions and DVSA operator licence compliance.</p> <p>Overview the inputs of costed and recoverable jobs raised in the workshops. Ensure labour hours booked in accordance with ICME manual times and that materials relate to the work carried out. The post holder will have direct access to the Tranman Crystal Report Writer and the 4 weekly revenue recovery reports.</p>		<p>Experience in the management of a large manual workforce in an operational role</p> <p>Knowledge and experience in health and safety in a fleet workshop environment</p> <p>Positive and flexible attitude to duties and responsibilities</p> <p>Project Management skills</p> <p>Experience in effective management of corporate procedures and policies.</p> <p>Awareness of best value and evidence of financial management skills.</p> <p>Awareness and sensitivity to clients and customers' needs.</p>	<p>√</p> <p>√</p> <p>√</p> <p></p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p></p> <p></p> <p></p> <p>√</p> <p>√</p> <p></p> <p></p>

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<p>Maximise vehicle turnaround and workshop productivity through effective planning and organisation of staff, parts and other identified resources required, e.g., specialised equipment.</p> <p>Oversee the fleet tyre contract, MOT maintenance schedules and ensure that the requirements of the 'Operators Licence' and other statutory legislation is met.</p>				
<p>Provide the team with professional leadership, direction and support.</p> <p>Maintain an overview of team activities in order to meet agreed targets e.g., recruitment and selection of staff, re-allocation of resources, identify and prioritise activities, manage and authorise holidays/leave, working arrangements, overtime, flexitime, training and expenses, delegate authority to other team members etc.</p> <p>Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.</p> <p>Support employees by applying people management skills e.g., staff motivation, team building and conflict resolution.</p> <p>Manage the team's attendance management levels and employee performance in relation to set triggers and improvement targets.</p> <p>Promote the recognition of achievement and the attainment of qualitative outcomes in service delivery.</p>		<p>Managing conflict positively</p> <p>Leadership skills</p> <p>Good organisational management skills</p> <p>Good communication skills</p> <p>Experience of performance management and staff development.</p> <p>Experience of efficient resource management</p> <p>Team building experience</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	

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<p>Ensure the future skills and competency requirements of the team are addressed by leading the employee development and contribution management process.</p> <p>Develop and promote the Council's culture change both internally and externally.</p> <p>Take a lead role regarding flexible working arrangements and agreements to ensure minimal impact on service provisions.</p> <p>Ensure the team is up to date with events in the Council or the Service through regular team briefing sessions, team meetings or informal contact. Keep the Service Manager apprised of developments affecting the work of the Team.</p> <p>Foster knowledge sharing within the team and on the job coaching to expand team knowledge and capacity and ensure the growth of individuals.</p> <p>Contribute to the development of employees through effective objective setting, performance management and skills development with the aim of ensuring high standards of service delivery. This involves developing a performance management culture and operating framework that continually monitors service performance and has national recognition.</p>				
<p>Authorise specifications and types of vehicles to be used for Taxi Operations in Fife.</p>			√	

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<p>Ensure the Council complies with all relevant legislation and regulations in respect of vehicle maintenance, testing, and inspection and those appropriate records are maintained for inspection by the Driver and Vehicle Standards Agency (DVSA).</p> <p>Support the IRTEC accreditation levels 1 to 4 for craft and manual staff in partnership with Carnegie College.</p> <p>Overview insurance inspector’s performance to ensure that all items of plant and auxiliary equipment have been inspected and adhere to LOLER and PEWER legislation.</p>		<p>Ability to obtain Level 3 Certificate of Professional Competence for Transport Managers within agreed timeframe</p> <p>Extensive knowledge of fleet legislation and statutory requirements.</p> <p>Ability to obtain Authorised Manager/Designated Manager for approved DVSA ATF and MOT testing facilities within agreed timeframe</p>	√	
<p>Take a lead role in 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 Manager.</p> <p>Ensure business support staff are adequately trained and supported on TRANMAN, Triscan, One World and Crystal Report Writer.</p> <p>Ensure operating procedures and work instructions are up-to-date and effectively communicated to fleet business support staff.</p> <p>Overview and monitor fleet inventory ensuring that all existing and new fleet items are linked to the scheduled maintenance system.</p>		I.T. Skills	√	

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<p>Represent Fife Council and develop positive and productive relationships with other Council Services, Trade Union Service Forums Partner Organisations, External Bodies and Agencies in order to develop an integrated and collaborative approach to service delivery.</p> <p>Deputise for the Service Manager as and when required e.g., Regulation and Licensing Committee.</p> <p>Undertake any other management or operational task as designated from time to time by Service Manager Fleet Operations and / or Council requirements.</p>				
Undertaking all other duties as required for the role. Duties will be in line with the grade.				

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)				
N/A				

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
<p>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.</p>	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>