



# Role Profile

## MODERN APPRENTICE – FLEET SUPPORT ASSISTANT

Reference No:	JCR1526		
Service:	Place, Environment & Building Services - Fleet Services		
Job Family:	Apprentice/Trainee	Grade:	FC4 50% Year 1 80% Year 2

### Purpose

The apprentice will work, under supervision, to provide an efficient fleet business support service in a professional manner in line with Fleet Services business requirements.

The duration of the apprenticeship will be 2 years. During this period the apprentice will undertake training and work towards an SVQ2 Business & Administration.

The post holder will contribute to the achievement of the Services' key priorities.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Provide a comprehensive business support service by using computer systems and processes to support Fleet service delivery including: <ul style="list-style-type: none"> <li>Data processing using Word, Excel, PowerPoint, SharePoint and bespoke fleet and fuel management systems and other fleet relevant web portals e.g., road tax renewals, issue of fuel fobs/operator licence discs, fuel dips/deliveries, hire desk, accident</li> </ul>	Minimum of 3 National 4s, to include English and Maths OR 3 Intermediate 1's to include English and Maths OR equivalent Core Skills at SCQF level 4  Ability to provide a regular and effective service.	✓  ✓	

E = Essential Criteria    D = Desirable Criteria

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>records.</p> <ul style="list-style-type: none"> <li>Preparing and distributing documentation using Microsoft Office packages and Outlook email system.</li> <li>Financial transactions using the Council's financial systems, e.g. Oracle, Ash Debtors.</li> <li>Printing, scanning, copying, mail handling and other general administrative duties.</li> <li>Customer contact duties – dealing appropriately with personal and telephone callers eg providing routine information from computerised information systems, liaise with Suppliers/other Council services, reception duties. Where possible respond directly to enquiries from other Services or contacts, if unable to resolve pass enquiry to relevant member of staff/team.</li> </ul> <p>The post holder will be part of a team supporting fleet business management activities for all Fife Council vehicle/plant assets and temporary hire fleet working with guided support from the Fleet Team Co-ordinator.</p>	<p>Capable of learning/working in an office setting using current computer-based applications to carry out a range of duties.</p> <p>Confident user of IT applications, showing ability to use packages effectively.</p> <p>Numerical skills.</p> <p>Attention to detail.</p> <p>Time Management skills.</p> <p>Experience of creating, formatting, and updating documents.</p> <p>Understanding and ability to maintain confidentiality.</p> <p>Ability to work as part of a team.</p> <p>Good Communication Skills.</p> <p>Have a flexible working approach.</p> <p>Have an interest in fleet management.</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> <p></p> <p>✓</p> <p>✓</p> <p></p> <p></p> <p>✓</p>
<p>Although the apprentice is expected to complete tasks, the Fleet Team Co-ordinator/Team Manager will have direct responsibility for allocating and, where required, prioritising the day-to-day work of the apprentice. The apprentice's Employability Officer will provide ongoing support in relation to completion of the SVQ2 Business &amp;</p>			

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Administration qualification. They will also be a link person between apprentice, Fleet Team Co-ordinator/Team Manager and qualification Training Provider.			
General day to day contacts for the apprentice will include all levels of Service employees as well as other Council employees, Suppliers, and members of the public, either in person, over the phone and email.			
The apprentice must achieve milestone targets related to completion of SVQ2 Business & Administration as agreed on an individual Training Plan. Failure to meet these targets may result in the termination of the apprenticeship post.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<b>Before confirming appointment:</b> 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.	
<b>Additional Information – the following information is available:</b>	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>	<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>

Version: 1.4

Review Date: July 2025