



Role Profile

WORKSHOP SUPPORT ASSISTANT

Reference No.	A4527	Type	Individual
Service	Environmental & Building Services (Fleet Operations)		
Job Family	Admin Clerical 3	Grade	FC3

Purpose

Reporting to the Workshop Co-ordinator, the post holder will be the main customer contact for service reception and spare parts. A key part of this position is focusing on fleet customer needs as agreed in the service level agreement and building a sound working relationship for developing the services.

The Workshop Support Assistant will assist in the day-to-day running of the fleet maintenance workshop. Responsibilities in this section includes: Service Reception, Stores and Fuel duties and General Fleet Administration.

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 Fife Excellence Model including Investors in People (IIP).

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<p><u>Service Desk Reception</u></p> <p>Receiving enquiries and attending to visitors at workshop reception as first point of contact for providing advice, information and assisting with enquiries and queries from customers and others in accordance with approved procedures and Best Practice.</p> <p>Acting as the first point of contact for the workshop for incoming and outgoing communications, e.g. with other Council services, external organisations, suppliers, receiving and dealing with enquiries.</p> <p>Receiving vehicles, pre-scheduled or accepted on day for repair, service, breakdown, MOT, plating, taxi tests etc. inputting of all vehicle and customer information as required, provide service replacement vehicle checks and administration, communicate instructions to and from drivers/customers and Workshop Co-ordinator.</p> <p>Answering and attending to phone calls, emails and general enquiries providing advice, information and assisting with enquiries and queries in accordance with approved procedures and Best Practice. Forwarding callers to appropriate member of staff or taking messages and passing on queries as required.</p> <p>Receiving receipts and bank payments using Chip and Pin for MOT and Taxi Services in accordance with approved processes and procedures.</p>	<p>Experience of working in an office and stores environment</p> <p>Experience of working in a customer facing environment (Focus on Customers – See ‘How We Work Matters’ framework)</p> <p>Moderate experience of financial and management information systems</p> <p>Moderate experience working in an industrial environment or workshop facility</p> <p>Moderate experience of organising meetings, including minute taking</p> <p>Educated to SCQF level3, which includes National 3 or Access3 or equivalent. To include English and Maths</p> <p>SVQ Level 2 / NC in Administration or relevant subject</p> <p>Higher Grades</p> <p>Customer care skills</p> <p>Prioritisation skills</p> <p>Experience in using own initiative (Take Ownership)</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></p> <p></p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p>

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<p><u>Spare Parts, Ordering/Receipting and Clearing for Payment</u></p> <p>Ensuring the completion of all appropriate documentation and processes for the ordering, receiving and provision of goods and supplies, following Fleet Operations' procedures and Fife Council protocols.</p> <p>Ensuring that all orders are authorised in accordance with approved policies and procedures and scheme of delegation.</p> <p>Receiving and recording goods and services by allocating to the appropriate job or stock record in accordance with approved procedures.</p> <p>Ordering of goods and supplies for responsive (required same day), planned works and stock maintenance in accordance with approved procedures.</p> <p>Assisting in the distribution of appropriate materials to workshop personnel as and when required.</p> <p>Undertaking perpetual and annual stock checks as per Fleet Operations' procedures and Fife Council protocols. Checking and maintaining inventory list as required.</p>	<p>Experience in use of Microsoft Office applications (Embrace Technology & Information)</p> <p>Working knowledge of financial systems</p> <p>Organisational skills with ability to meet deadlines</p> <p>Experience of in-house computer packages</p> <p>Experience in use of Microsoft Office Access and Publisher</p> <p>Awareness of Health & Safety</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p><u>Fleet Service Centre Support</u></p> <p>Processing employee electronic time sheets, expense claims and other forms and maintaining appropriate records in accordance with approved processes and procedures.</p> <p>Processing CHIP and PIN payments for MOT testing, taxi testing and recording transactions on the electronic reconciliation return. Inputting transactions electronically to Banking and Investments.</p>	<p>Experience in use of Microsoft Office applications</p> <p>Working knowledge of financial systems</p>	<p>✓</p> <p>✓</p>	

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<p>Opening and recording all incoming/outgoing mail, distributing incoming mail to appropriate staff.</p> <p>Maintaining filing and retrieval systems, including Fleet files, Health & Safety Regulations, COSHH, Risk Assessments and LOLER documentation in accordance with approved processes and procedures.</p> <p>Assisting with staff training records and other personal records in accordance with approved procedures.</p> <p>Assisting in the communication of relevant information, ensuring information shown is up-to-date.</p> <p>Operating bespoke computer applications, e.g. Fleet Management System and other Council systems as required for workshop support in accordance with approved processes and procedures.</p> <p>Processing orders and receipting using bespoke computer applications and other applications where applicable for all workshop functions in accordance with approved processes and procedures.</p> <p>Entering a variety of information to IT systems, editing and correcting as required in accordance with approved processes and procedures.</p> <p>Undertaking and maintaining a hard copy and computer file management, e.g. in accordance with Service and Section procedures and protocols.</p> <p>Using e-mail and other electronic communications, e.g. internet, to communicate with others, source information etc.</p> <p>Producing various documents using computer packages such as letters and reports from drafts.</p>	<p>Organisational skills with ability to prioritise and meet deadlines (Deliver Results)</p> <p>Customer care skills</p> <p>Experience in using own initiative</p> <p>Team player (Work Together)</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

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<p>Creating spreadsheets and databases as required as a basis to log and report on management information, e.g. time recording, budget information and performance indicators.</p> <p>Updating of records for MOT and Taxi Administration in accordance with approved processes and procedures.</p>			
<p><u>General Fleet Administration</u></p> <p>The jobholder's main role is creating, updating and accessing manual and computerised information and ensuring that transactions are processed in accordance with defined operating procedures, work instructions and recharge timetable. The jobholder will receive information from suppliers and other third parties and will be responsible for checking that materials received accurately reflect information detailed on invoices / advice notes.</p> <p>The jobholder may be required to perform duties, appropriate to the job, other than those given in the job profile. The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job.</p>	<p>Organisational skills with ability to prioritise and meet deadlines</p> <p>Experience in use of Microsoft Office applications</p> <p>Working knowledge of financial systems</p> <p>Experience of in-house computer packages</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p><u>Fuel Site Duties</u></p> <p>Assisting in overseeing fuel site operation, involving fuel order requests, maintaining stock level records and receiving fuel deliveries, reporting of equipment defects.</p>	<p>Awareness of Health & Safety</p> <p>Moderate experience working in an industrial environment or workshop facility</p>		<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

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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)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

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

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results