



Role Profile

Service Manager (Fleet Operations)

Reference No.	SS2242	Type	Generic
Service	AT&E, Environment & Building Services		
Job Family	Service Manager 1	Grade	FC11

Purpose

To lead and manage a team and to manage and co-ordinate the activities and functions of the team to ensure the delivery of a consistent, high quality and focussed service.

As a member of the Fleet Operations management team, the post holder will have a major part to play in the further development and provision of a comprehensive transport and fleet management service. A key part of the position is the continual review and development of means of providing fleet and workshop services, ensuring that they provide value for money and comply at all times with 'Operators' licence requirements.

To co-ordinate the activities and functions of the teams with others out-with the Service in order to deliver quality, best value and customer focussed services

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Provide and manage a single, co-ordinated and joined up Service across Fife with unified policies, practices and procedures, provided within a 'Best Value' framework.
Provide the team with professional leadership, direction and support.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

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Educated to SCQF Level 9, which includes a degree or equivalent

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Accredited Goods Vehicle Operator's Licence Standard National qualification

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<p>Work with the Senior Manager in ensuring the application of Service delivery remains at a consistent, high professional level.</p> <p>Deputise for the Senior Manager as and when required.</p> <p>Ensure the team support the political process and elected member involvement.</p> <p>Develop and promote the Council's culture change both internally and externally.</p> <p>Embrace and promote a 'customer first' philosophy in line with the Council's corporate objectives.</p>	<p>Ability to provide an efficient and effective service</p> <p>Significant experience in fleet management service delivery</p>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	
<p>Establish effective linkages and strong working relationships with key contacts both internal and external to the Council to help promote the Service and improve service delivery.</p> <p>Develop and maintain good employee relations in partnership with employees and relevant Trade Unions through informal and formal processes of communication, consultation and involvement.</p> <p>Prepare and deliver committee reports, presentations, papers on specific Service issues ensuring proposals align with Council and Service objectives and priorities.</p> <p>Establish benchmarking and best practice networks to improve service delivery and report regularly to Management Team.</p>	<p>Considerable experience in Local Government in a similar role</p>	<p style="text-align: center;">√</p>	
<p>Manage major projects and service delivery, ensuring adherence to Council policies, national standards, statutory and legislative procedures and regulations</p> <p>Co-ordinate the scheduling of workload and resources to provide an effective and programmed service ensuring effective utilisation and management of resources.</p>	<p>Communication skills</p>	<p style="text-align: center;">√</p>	

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<p>Manage the workload of the team, including the production of team plans in accordance with the Service Planning process.</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>Contribute as a member of the Service Management Team to the on-going monitoring, control and improvement of service delivery and carry out research and prepare reports in support of the development of the Service.</p> <p>Manage health, safety and welfare to ensure that the requirements of legislation, policy, procedures and instructions are properly implemented to make the working environment as safe and healthy as possible for employees and others who may be affected</p>	<p>Team building skills (Work together)</p>	✓	
<p>In line with the Service 'Scheme of Delegation and Empowerment' and the consistent application of the Council's policies and procedures:</p> <p>Set and maintain standards of conduct and performance and undertake disciplinary action required.</p> <p>Support employees by applying people management skills e.g. staff motivation, team building and conflict resolution.</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>Manage the team's attendance management levels and employee performance in relation to set triggers and improvement targets.</p>	<p>Leadership skills (Take ownership)</p>	✓	

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<p>Promote the recognition of achievement and the attainment of qualitative outcomes in service delivery.</p> <p>Ensure the future skills and competency requirements of the team are addressed by leading the employee development and contribution management process.</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.</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>Keep the Senior Manager apprised of developments affecting the work of the Team.</p>	<p>Project management skills</p>	✓	
<p>Set, agree and manage forward work plans for the team in line with customer, contractor, Service and corporate priorities.</p> <p>Ensure that quality standards are identified, monitored, achieved and continuously improved.</p> <p>Investigate and resolve complaints where required.</p> <p>Support Service-wide policy development issues and the initiation, design, implementation and subsequent monitoring of new strategies and policies.</p> <p>Provide expert support and advice on the management, development and implementation of performance management systems for the collection, provision and dissemination of performance information.</p>	<p>Ability to appreciate and manage political objectives, local aspirations and financial constraints (Embrace technology and information)</p>		✓

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<p>Champion high standards of performance across the full range of SPI, KPI and other performance measure and challenge underperformance effectively.</p> <p>Review practices and procedures to promote improvements to service delivery, customer satisfaction and more effective use of resources.</p> <p>Encourage cross service/inter-service working by encouraging employees, where practicable, to participate.</p> <p>Organise debrief sessions after any critical service incident e.g. dangerous buildings, customer complaint, staff incidents and lead in implementing changes and decisions, including collective actions as required.</p>	<p>Effective organisation skills</p>	√	
<p>In line with the Service 'Scheme of Delegation and Empowerment' and the consistent application of the Council's policies and procedures:</p> <p>Optimise service delivery by managing, developing and monitoring the Team budget and authorising and approving expenditure within agreed limits e.g. overtime, expenses, temporary appointments.</p> <p>Assist the Senior Manager in the preparation of budgetary estimates, spending profiles and plans allied to the targeted priorities of the Service.</p> <p>Liaise with the Senior Manager and the Accounting Control Team in Finance & Asset Management on any budget implications prior to seeking authorisation for any proposed changes to establishment.</p> <p>Ensure appropriate audit, control and collection procedures are implemented to monitor and recover income charges and fees.</p>	<p>Extensive knowledge of trading arrangements and tendering processes in local government</p>	√	

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<p>Seek opportunities to enhance income streams in order to enhance team budgets e.g. through external funding support and partnership approaches to service delivery.</p> <p>Contribute to the Council’s efficiency agenda by implementing change to ensure a reduction in the cost of service delivery whilst maintaining and potentially improving services.</p>			
<p>Promote effective partnership working within Fleet Operations and across other Council Services to ensure a shared understanding and commitment to quality service delivery.</p> <p>Represent the Council on the Taxi Testing Licensing Committee and prepare appropriate reports and information as required.</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, forwarding recommendations to the Senior Manager for consideration and implementation.</p> <p>Manage defined business and fleet programmes, including review and updates of Service Level Agreements, maintenance arrangements and workshop facilities, 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.</p> <p>Develop and manage fleet capital replacement plans and liaise with customers other Council Services and Procurement in ensuring the procurement process complies with the Council’s Financial Regulations, Standing Orders and Scheme of Delegation</p>	<p>Effective financial management and budgetary skills</p> <p>Experience of leading and implementing change management initiatives</p>	<p>√</p> <p>√</p>	

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<p>Manage the development and monitoring of the Council’s occupational road risk policies and procedures.</p> <p>Manage and develop systems for recording, analysing and communication fleet accident and avoidable damage to clients.</p> <p>Manage and develop the fleet management system ‘Tranman’ ensuring operational and performance reports from the fleet management system are produced accurately and timeously.</p> <p>Liaise with IT Services and Fleet Operations management in connection with the implementation and regular updates of the Tranman fleet management programmes.</p> <p>Manage the monitoring of the fleet tyre contract with performance reports produced monthly.</p> <p>Manage the monitoring of the planned fleet maintenance programme including monthly inspections, servicing and MOT maintenance schedules and ensure that the requirements of the ‘Operators Licence’ and other statutory legislation is met.</p> <p>Manage the programming of workshop loading requirements in consultation with Service users and Workshop Supervisors.</p> <p>Manage and co-ordinate the procurement of sub contractors. Contribute to the development and maintenance of Fleet Operations industrial relations in liaison and negotiations with Trade Union officials and co-ordinate and support the Service For a consultation process.</p>	<p>Level 3 Certificate of Professional Competence for Transport Managers.</p> <p>Authorised Manager/Designated Manager for approved DVSA ATF and MOT testing facilities.</p>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	

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<p>Development and management of workshop employees through effective objective setting, performance management and skills development with the aim of ensuring high quality standards of service delivery. Develop a performance management culture and operating framework that continually monitors service performance.</p> <p>Ensure the future skills and competency requirements for the team are addressed by leading the employee development and contribution management process</p> <p>Consultation and negotiation with Trade Unions of Fleet Operations workforce terms and conditions, local agreements and working practices. Reviewing of fleet management and maintenance working arrangements and liaising with Trade Unions</p>	<p>Excellent report writing skills</p> <p>Excellent presentation skills</p>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	
<p>Development and management of workshop employees through effective objective setting, performance management and skills development with the aim of ensuring high quality standards of service delivery. Develop a performance management culture and operating framework that continually monitors service performance.</p> <p>Consultation and communication with workshops employees in pursuance of objective setting, performance management and skills development</p>	<p>Partnership working skills (Focus on customers)</p>		<p style="text-align: center;">√</p>
<p>Optimise the Fleet Operations trading account, (in excess of £24m) liaising closely with Finance & Asset Management and others as appropriate.</p> <p>Reviewing Service fleet revenue budgets on an annual basis, ensuring adequate funds are in place prior to committing resources to fleet capital replacement plan.</p>			

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<p>Manage and development of the fleet capital replacement plan ensuring appropriate resources are in place to deliver the plan to set financial and timescales and the procurement process complies with the Council's Financial Regulations, Standing Orders and Scheme of Delegation. (Annual budget around £8m).</p> <p>Reviewing transport related expenditure including internal contracts for the supply of services.</p> <p>Ensure the team and Fleet Operations budget information is available timeously for inclusion in any Service budget process.</p> <p>Continually seek opportunities to enhance the Fleet Operations income opportunities through working with other Services and partnerships</p> <p>Continually seek opportunities to enhance the team budgets through external funding support and partnership approaches to service delivery.</p> <p>Manage the Councils fuel contract annual budget £5.5m.</p>				
<p>Development and implementation of a strategic approach to fleet asset management systems, policies and procedures, to ensure that the Council's fleet is optimised in terms of procurement, maintenance, utilisation and disposal.</p> <p>Develop a performance management culture and operating framework that continually monitors service performance.</p> <p>Consultation and communication with workshop employees in pursuance of objective setting, performance management and skills development.</p>				

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<p>Ensure the Council fulfils its statutory obligation with respect to the requirements of its Vehicle Operators licence.</p> <p>Develop and manage appropriate Service Level Agreements with user Services that meet their service delivery requirements within agreed financial constraints.</p> <p>Consultation and negotiation with Trade Unions of Fleet Operations workforce terms and conditions, local agreements and working practices. Reviewing of fleet management and maintenance working arrangements and liaising with Trade Unions.</p> <p>Management of the Fleet Operations staff training and developments plan, ensuring the training meets the needs of the Council and the employee.</p> <p>Manage and development of the fleet capital replacement plan ensuring appropriate resources are in place to deliver the plan to set financial and timescales and the procurement process complies with the Councils Financial Regulations, Standing Orders and Scheme of Delegation. (annual budget around £3.75m).</p> <p>Represent the Council on the Taxi Testing Licensing Committee and prepare appropriate reports and information as required.</p> <p>Developing new training programmes and providing guidance to instructors on quality assurance processes applicable to the delivery of Driver CPC training.</p> <p>Reviewing transport related expenditure including internal contracts for the supply of services.</p>				

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Reviewing Service fleet revenue budgets on an annual basis, ensuring adequate funds are in place prior to committing resources to fleet capital replacement plan.			
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)			

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.

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.