



# Role Profile

<b>FLEET SERVICES</b> <b>WORKSHOP CO-ORDINATOR</b>			
Reference No.	461HP916	Type	Generic
Service	Environment and Building Services, Fleet Services		
Job Family	Para-Professional 5	Grade	FC7

<b>Purpose</b>
<p>Reporting to the Team Manager, the post holder will be the main customer contact for the Fleet Services Service Centre. The post holder is responsible for the day-to-day supervision of the Fleet Services Service Centre. A key part of the position is the requirement to provide a quality, cost effective maintenance and repairs service to the Council's fleet of assets within a team setting that meets the needs of our customers and conforms to the Councils Operators Licence requirements.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
<p>Prepare service centre loading and schedules for planned services and repairs. Co-ordinate and manage the working hours of employees to provide flexible and appropriate levels of staff during agreed normal working day.</p>
<p>Within the designated service centre location, directly supervise staff Mechanics, Apprentices, and Workshop support assistants.</p>

<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>Educated to City &amp; Guilds level and attainment of recognised technical, professional qualifications ILM – Leadership and Management Qualification or equivalent.</p>	✓	
<p>Experience in the day-to-day running of a fleet maintenance service centre.</p>	✓	

E = Essential Criteria    D = Desirable Criteria

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Ensure through effective planning, co-ordination, and management that all scheduled and programmed service and repair works to the Council's fleet of assets are completed during the normal working day	Experience in the day-to-day running of a fleet maintenance service centre	✓	
Supervise the planning and allocation of works to the Fleet Mechanics in accordance with scheduled works' programmes.	Ability to effectively organise and manage workload priorities and allocation of staff resources	✓	
Liaise with the appropriate Team Manager with regards to warranty claims ensuring that all claims are identified and recovered following Service and Council procedures.	Time-served Mechanic as recognised by an Industry Board	✓	
When required, assist with the vehicle capital replacement programme. This involves preparing condition reports and digital photographs of service user items due for replacement. Ensuring presentational material is of the required standard.	A comprehensive knowledge and awareness of appropriate regulatory, legislative, statutory requirements and governance issues commensurate with the remit of the post	✓	
Supervise service centre security arrangements, ensuring compliance and effective management, employee communication etc, to ensure the security of all physical and other resources including information.	Communication skills	✓	
Support the Team Manager to liaise with suppliers of vehicles, tools, parts, and equipment on training needs to ensure correct, safe, and efficient use of same.	Experience of supporting and delivering effective strategies to deliver organisational goals	✓	
Supervise and ensure taxi testing and mot testing stays compliant following the DVSA standards	Understanding of the Civic Government Scotland Act 1982 (testing of taxis and private hire cars).	✓	

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Prepare job estimates for ad-hoc/special works as and when required.	Extensive experience of servicing, testing, repairing, and maintaining a comprehensive range of vehicles and skills of using a Fleet Management system.		✓
Ensure effective planning, communication and liaison with customers, clients, and suppliers to ensure that the correct vehicles are presented at the correct time on the correct day for planned and responsive servicing, repair etc.	Full Driving licence	✓	
Contribute to Fleet Services/inter Service meetings, reviews, and meetings with clients, etc. for the purposes of effecting improvements in service provision, working practices, reviewing performance, etc.	Ability to contribute and develop imaginative solutions to situations affecting the Council and Fleet Services		✓
Minimise unnecessary vehicle downtime through effective liaison with clients/customers on the rescheduling and receipt of equipment for planned and responsive servicing and repairs to return vehicles into service in accordance with anticipated timings to meet client/customer expectations.	Problem solving skills (Take ownership)	✓	
Manage service centre performance indicator targets eg sub-contracted work, non-productive time, vehicle availability, staff absence, cost of consumables etc. taking corrective actions and responses in accordance with Service procedures when required.	Time management skills	✓	
Contribute to, and effectively manage at service centre level, Service quality control standards, systems and procedures, Customer Care Standards and procedures, productivity monitoring etc. taking corrective actions and responses in accordance with Service procedures when required.	Ability to prepare and draft reports		✓

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Maximise vehicle turnaround and service centre productivity through effective planning and organisation of manpower, parts and other identified resources required, eg. specialised equipment.	Able to lead and work as part of team (Work together)	✓	
Ensure that the service centre operates to the correct standards to comply with regulatory and legislative requirements.	Good customer care skills (Focus on Customers)		✓
Supervise all Health and Safety requirements and operations at the workplace, ensuring compliance and effective management of risk assessments, employee communications and inclusion, etc.	Good understanding, awareness, and appreciation of Health & Safety at Work	✓	
Ensure the effective management and operation of the Fleet Services Management Information Systems, (Tranman or equivalent), including the monitoring and reporting of labour costs for servicing and repairs for core contract items.	Experience and understanding of a modern fleet / service centre fleet management computerised system eg Tranman or equivalent. (Embrace technology and information)	✓	
Monitor any requirements for undertaking additional chargeable works.	Prepare job estimates for ad-hoc/special works, using a Fleet Management System.		✓
Supervise overtime working in accordance with Service permissions and criteria for working same.	Working knowledge of HR and payroll systems		✓
Ensure that all additional work/income is correctly costed, controlled, and notified to the correct service user, including supervising the inspection work and the coding of chargeable and non-chargeable work, in accordance with Service and Council procedures.	Budget Management Skills	✓	

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Administration of banking through Chip and Pin, ensuring conformance to corporate procedures.	Working knowledge of financial systems.	✓	
Ensure the accurate and timeous completion, processing and maintenance of forms and other documentation and data input into the fleet management system (Tranman or equivalent) eg labour hours and materials allocated to jobs.	Working knowledge of fleet management systems	✓	
Hold regular team meetings, team briefings, etc as required  Supervise routine checks on the fleet management system data ensuring that all documentation and reports are completed in accordance with Service and Council procedures	Experience of organising and managing team meetings  Working knowledge of fleet management systems	✓  ✓	
Contribute to the preparation, collation, and evaluation of information to be used for productivity monitoring and evaluation, benchmarking, etc	Performance management skills	✓	
Manage the operation of the Service's Attendance Management processes, ensuring application of Council's absence policies and procedures, advising the appropriate Team Manager of any concerns, more complex issues, etc.	Working knowledge of IT systems such as oracle relating to attendance management.	✓	
Identify employee training and development needs and opportunities to meet both Service and employee needs through Contribution Management, Training Needs Analysis, etc. Liaise and co-ordinate with the Team Manager re employee skills and competency needs and development.	Team Building Skills	✓	

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Contribute to the development and management of employee's skills and knowledge which contribute to continuous improvement in the provision of services that provide Best Value, value for money and customer care.	Actively promote How We Work Matters i.e. Take Ownership, Focus on Customers, Work Together, Embrace Technology and Information and Deliver Results and the Council's aspirations of creating a positive workplace through Reality Check/Unwritten Ground Rules ethos.	✓	
Arrange and manage the recruitment, selection, and induction for service centre posts in own location, assisting in other service centres when required.	Experience of consultation with new position holders, identifying training needs, preparing training programmes.		✓
Within the designated service centre location, directly supervise staff, giving instruction, guidance and assistance where required, to support Mechanics, Apprentices, and others in the service centre team in the performance of their duties.	Performance Management Skills, Able to lead and work as part of a team, have good customer care skills.	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional Information</b> – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

<b>Expected Behaviours</b>
<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>