



Role Profile

Fleet Assistant

Reference No.	JCR1526	Type	Individual
Service	AT&E, Environment & Building Services – Fleet Operations		
Job Family	Admin and Clerical 4	Grade	FC4

Purpose

Reporting to the Fleet Lead Officer Business and Compliance the post holder will be the main customer contact for a range of business services. A key part of this position is the provision of Fleet Operations covering the following areas: customer Service Level Agreements and other contracts, customer service review meetings, annual review and update of operating procedures and work instructions, Driver CPC administration, fleet workshop performance support and marketing awards and submissions.

The post holder will also be required to assist in the follow-up of internal audit reviews, customer feedback questionnaires and other fleet and business related projects, e.g. fleet carbon footprint monitoring.

The post holder will work with fleet customer representatives, other Councils and members of the APSE Benchmarking Group, assisting in the development of a robust Performance Management System.

The post holder will also contribute to the achievement of the Services' key priorities and milestones as set out in Fleet Operations Improvement Plan.

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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>Assist management in the annual update and review of Customer Service Arrangement Meetings and other fleet and maintenance contracts.</p> <p>Assist in the administration and support of external customers e.g. Trusts, NHS Fife, Colleges and private sector customers. Act as direct liaison officer.</p> <p>Co-ordinate the annual review of all Service Arrangement Meetings and contracts, liaising with Fleet Officers (Technical) to ensure that any pricing changes are updated in the Tranman Fleet Management system.</p>	<p>SVQ2 / Higher grades / NC or equivalent in administration, information management, business process management or related areas.</p> <p>HNC in administration, information management, business process management or related areas.</p> <p>ECDL qualification</p> <p>Ability to provide a regular and effective service</p>	<p>√</p>	<p>√</p> <p>√</p>
<p>Prepare an annual meetings' calendar, agenda, presentation and minutes for Customer Service Review Meetings and other pre-planned annual events.</p> <p>Assist the Management Team in developing fleet customer support services.</p> <p>Take a lead role in the planning, organisation and development of Fleet Customer Review Meetings. This involves preparing presentational material, minute-taking and following up outstanding actions.</p> <p>Take a lead role in improving the channels of communication with customers including the co-ordination and development of APSE Customer Perception Survey.</p>	<p>Moderate relevant experience in administration, information, business process management or related areas.</p> <p>Computer literate.</p> <p>Previous experience working in an office environment</p> <p>Previous experience of working in a customer facing environment</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<p>Assist in the annual review of fleet operating procedures and instructions. This involves the preparation and administration of annual review plan.</p>	<p>Experience of working in a Local Authority</p>		<p>√</p>

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<p>Take a lead role in supporting the Service Manager and staff involved with reviewing and revising fleet operating procedures and work instructions on the Fleet Management systems.</p> <p>Assist in the drafting of revised fleet operating procedures and work instructions for approval by the Service Manager.</p>	<p>Experience in Customer Relations relevant to role.</p> <p>Experience and understanding in Performance Management relevant to role.</p>		<p>√</p> <p>√</p>
<p>The post holder is the main CPC administrator for the Fife Partnership Driver Training & Assessment Service. This involves the following:</p> <p>Plan and organise CPC training programme.</p> <p>Liaise directly with Joint Approvals Unit for Periodic Training (JAUPT), CPC training instructors, Logistics UK, other partnership members and fleet customers.</p> <p>Assist in the administration and preparation of all training visual aids and handouts. Preparing Fife Partnership training packs for course participants.</p> <p>Access the Driving Vehicle Standards Agency (DVSA) national database and recording periodic training for approved training centre. This also involves payments for services provided.</p> <p>Attend regular review meetings and assist in the general co-ordination and administration of other CPC related roles.</p> <p>Take a lead role in the management of records and data held in Fleet bespoke systems and web portals eg Fleet and Fuel Management Systems, gov.uk and other corporate systems ensuring compliance and accuracy of data.</p>	<p>Working knowledge of Microsoft Office package including Word, Excel, Powerpoint and Access.</p> <p>Effective communication skills, both written and oral.</p> <p>Ability to prioritise, meet deadlines and respond positively when under pressure.</p> <p>Ability to demonstrate initiative and work with minimum of supervision.</p> <p>Must be flexible and adaptable to deal with constantly changing priorities.</p> <p>Effective numeric skills.</p> <p>Must be committed to personal development</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	

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<p>Represent Fleet Operations at Logistics UK and other awards meetings.</p> <p>Assist Management in the preparation of APSE award submissions.</p> <p>Liaise with Communications & Marketing Advisor with regard to service corporate identity and other communications and marketing related issues.</p>	<p>Able to work as part of team</p> <p>Good customer care skills</p> <p>Pleasant personality</p> <p>Evidence in personal development.</p>	<p>√</p> <p>√</p> <p>√</p>	<p>√</p>
<p>Take a lead role in checking accuracy of costing and recharge data from fleet and fuel management systems and pool car returns to recharge fleet contracts, jobs, fuel, external hires and pool car usage to user services and external customers. Produce and submit Fleet's recharge interface files 4-weekly (13 periods per year) adhering to strict timescales.</p>	<p>Effective numeric skills</p> <p>Ability to prioritise, meet deadlines and respond positively when under pressure.</p>	<p>√</p> <p>√</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)

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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.