JOB DESCRIPTION

Post Title: Fleet Co-ordinator	Director/Service/Sector: Local Services	/Neighbourhood Services/Fleet Transport	Office Use
Grade: Band 4	Workplace:		JE ref: 3108
Responsible to: Senior Fleet Co-ordinator	Date:	Manager Level	HRMS ref:

Job Purpose: Undertake a broad range of fleet administrative duties required for the legal operation of a diverse fleet of vehicles and lease cars in accordance with the Department of Transport, Operating Licence and Council requirements

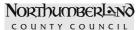
Resources	Staff	May well supervise junior support staff on a day to day basis
	Finance	Reconciling bank card payments up to £25k per month, raising cheques for up to £10K and petty cash up to £250 per month. Will have
		day to day responsibility for handling payments, raising orders, processing invoices and monitoring the vehicle taxation budget.
	Physical	Responsibility for departmental administration and data resources, including the security, maintenance and accurate upkeep of
		records.
		Careful use of allocated equipment and facilities
	Clients	
		DVSA, Department of Transport, internal departmental customers and other enforcement agencies.

Duties and key result areas:

- General administration of Fleet Management Database(s)
- Act as first point of contact for Fleet Transport, taking responsibility for handling each enquiry through to a satisfactory conclusion.
- Ensure all vehicle and associated paperwork are maintained in compliance with Operator's Licence and Statutory Legal requirements. Maintain up to date records for all legislation, guidance and new systems/procedures, ensuring this information is linked to the vehicle database and accessible to all relevant staff.
- Provide accurate and up to date information and advice on all Fleet Transport services and contact customers to follow up queries where appropriate.
- Responsible for monitoring the budget for vehicle taxation on a monthly basis and the procurement and distribution of Road Fund Licences to ensure compliance with legislation.
- Responsible for the management of driver licence checking for all drivers of council vehicles. Provide accurate records and document evidence of the checks made and steps taken to address specific risks. Issue and control of driver mandates and expiry dates in line with GDPR legislation.
- Maintain high standards with customers, liaise with internal/external customers at all times to build up relationships and promote a culture of service excellence
- Utilise relevant ICT systems including specialist fleet management systems to provide accurate and up to date records to ensure individual, team unit and performance targets are met.
- Combine manufacturer's service and inspection intervals together with statutory test requirements to generate specific service schedules for groups of vehicles/plant.
- Ensure statutory test requirements are generated and scheduled with consideration to both the hiring department and maintenance workshop workload.
- Support the Workshop Managers and Area Administration Assistants as to their requirements including service schedules and vehicle maintenance
- Responsible for raising orders on financial systems. Generate monthly interdepartmental charges and external invoices raising and amending fleet plant hire lists as supporting documentation. Verify additional charges to users and liaison with users to ensure the acceptance of additional work, Design and implement management reporting systems to enable accurate analysis and forecasting to be prepared.
- Actively adopt effective and constructive communication streams with DVLA, and the Department of Transport.
- Deal with parking and speeding offences and issue notifications to user departments/drivers.

- Required to cover hire desk or fuel management when required.
- Maintain and set up recall notifications onto system and manage records.
- Gathering information to generate key performance indicators and Performance Management to improve individual procedures.
- Update and upload the MID Database to the insurance section on a weekly basis.
- Other duties appropriate to the nature, level and grade of the post.
- Participate in the Transport team working environment to meet the goals and values of Northumberland County Council
- Observe all Health & Safety at work requirements, regulations and legislation at all times with regard to self, other staff and member of the public

Work Arrangements				
Transport requirements:	Driving around Northumberland and occasionally further a-field in all weather conditions, including travel to sites, area offices or training venues.			
·	Normal office hours but flexi-hours may apply if staff provide cover			
Working patterns:	Normally office based with some exposure to working outdoors			
Tremmig pamerner	Normally works from a seated position with some standing, walking, stretching, lifting and carrying.			
Working conditions:				



PERSON SPECIFICATION

Essential Qualifications and Knowledge GOSE Mathematics and English Language or equivalent NVQ Level 3 or equivalent in Administration Extensive knowledge of Fleet database systems Practical and procedural knowledge of tasks required together with the operation of associated aguipment. Relevant knowledge of fleet database systems Practical and procedural knowledge of tasks required together with the operation of associated aguipment. Relevant knowledge of the range of tasks together with the operation of associated tools and aguipment. Relevant knowledge of inance management coding for recharging departments Extensive knowledge of vehicle equipment, vehicles types, body categories information for taxing burposes Knowledge of spreadsheets Excel, Word and Crystal Report Writing Experience Proficient in using IT work processing, database and spreadsheet packages, as well as specific Fleet Transport system and Oracle finance package Transport system and Oracle finance Transport system and Oracle finance package Transport system and Oracle finance package Transport	COUNTY COUNCIL PERSON SPECIFICATION		
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Lengthy periods of concentrated mental attention with high levels of pressure from deadline	es,
interruptions and conflicting demands	
Excellent verbal communication skills with the ability to facilitate open discussion to determ	ined
customer and service requirements	
Enthusiastic and committed	
Ability to balance customer needs, service needs, quality, and safety	
Proactive approach to problem solving and customer care	
Ability to remain calm, diplomatic and professional in difficult circumstances	
Flexible and conscientious approach	
Able to act on own initiative to solve problems quickly and effectively	
Happy to deal with significant amounts of routine work	
Commitment to provide a quality service and helping and supporting others at work	
Commitment to develop skills and knowledge	
Some contact with the public which may result in emotional demand	
Responsible for processing and handling considerable amounts of computer and manual ir	formation
where accuracy care and confidentiality and security are important.	
Motivation	
Demonstrates integrity and upholds values and principles	Technical aptitude to understand and interpret vehicle and
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits