

## JOB DESCRIPTION

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

**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

<b>Resources</b>	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	Specialist and non-specialist, internal and external clients. General involvement with clients, support staff, managers, schools, DVLA, 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.
Working patterns:	Normal office hours but flexi-hours may apply if staff provide cover Normally office based with some exposure to working outdoors
Working conditions:	Normally works from a seated position with some standing, walking, stretching, lifting and carrying.

**PERSON SPECIFICATION**

<b>Post Title:</b> Fleet Co-ordinator		<b>Director/Service/Sector:</b>	Ref: 3108
<b>Essential</b>		<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>			
GCSE 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 equipment. Relevant knowledge of the range of tasks together with the operation of associated tools and equipment. Knowledge of finance management coding for recharging departments Extensive knowledge of vehicle equipment, vehicles types, body categories information for taxing purposes Knowledge of spreadsheets Excel, Word and Crystal Report Writing		CPC Holder	
<b>Experience</b>			
Proficient in using IT work processing, database and spreadsheet packages, as well as specific Fleet Transport system and Oracle finance package Telephone contact with the internal and external customers as well as members of the general public, giving help, advice and information. Understands the relationship between costs, quality, customer care and performance. Dealing with others at different organisational levels Gathering, organising and managing information Experience of working in an environment governed by clear processes and procedures Experience of dealing with demanding customers. Understands the diverse functions of a large complex public organisation. Demonstrable experience within a busy and demanding administrative environment Experience of working in a transport related environment Experience with interacting with the general public in a customer friendly respectful manner.		Some experience of undertaking reception duties.	
<b>Skills and competencies</b>			
Appreciates the relationship between customer care, cost, quality and performance Administration skills – ability to input, extract, interpret and record information from manual and computerised information sources. Communicates clearly orally and in writing Excellent communication and interpersonal skills, including tact and diplomacy Organise and prioritise work without constant supervision Able to raise journals for interdepartmental recharges. Able to calculate payments, including VAT elements and reconcile amounts with invoices. Able to write clear and concise notes and messages. Able to use own initiative within established procedures and guidelines to resolve issues arising from enquiries. An awareness of and active interest in the current issues facing the service.		Knowledge of Operator Licence Legislation and requirements.	
<b>Physical, mental and emotional demands</b>			

<p>Lengthy periods of concentrated mental attention with high levels of pressure from deadlines, interruptions and conflicting demands</p> <p>Excellent verbal communication skills with the ability to facilitate open discussion to determined customer and service requirements</p> <p>Enthusiastic and committed</p> <p>Ability to balance customer needs, service needs, quality, and safety</p> <p>Proactive approach to problem solving and customer care</p> <p>Ability to remain calm, diplomatic and professional in difficult circumstances</p> <p>Flexible and conscientious approach</p> <p>Able to act on own initiative to solve problems quickly and effectively</p> <p>Happy to deal with significant amounts of routine work</p> <p>Commitment to provide a quality service and helping and supporting others at work</p> <p>Commitment to develop skills and knowledge</p> <p>Some contact with the public which may result in emotional demand</p> <p>Responsible for processing and handling considerable amounts of computer and manual information where accuracy care and confidentiality and security are important.</p>		
<b>Motivation</b>		
<p>Demonstrates integrity and upholds values and principles</p> <p>Helps create a positive team working attitude to deliver service objectives</p> <p>Dependable, reliable and a good timekeeper.</p> <p>Demonstrates and encourages high standards of honesty, integrity, openness and respect for others.</p> <p>Helps managers to create a positive work culture, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated</p> <p>Able to deal with a wide range of people on face to face basis or over the telephone in a courteous, helpful and business like manner.</p> <p>Able prioritise conflicting workloads and to meet demands, targets, and deadlines. Able to use own initiative within defined procedures.</p> <p>Willingness to undertake ongoing continuous professional and personal development.</p>	<p>Technical aptitude to understand and interpret vehicle and equipment technical data.</p>	
<b>Other</b>		
<p>Ability and willingness to travel between sites within Northumberland</p> <p>Full and valid driving licence</p> <p>Category B</p>		

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