



# Role Profile

## Fleet Technician – Fleet Operations

Reference No.	A4863	Type	Individual
Service	AT&E Environment & Building Services, Fleet Operations		
Job Family	Para Professional 3	Grade	FC5

### Purpose

The post holder(s) will be required to take a lead role in the further development of the customer, fleet and workshop support services. A key part of this position is the development of a structured support service covering the following areas: occupational road risk management, insurance / accident management, Tranman system development including APSE benchmarking returns, workshop performance, tyre management, planned maintenance management.

The post holder will 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.

Additionally, they will support and assist the Management Team in ensuring the effective delivery and development of cost effective, quality services, evaluated against the key elements of the Fife Excellence Model.

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

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<p>Support the Service Manager to ensure that high quality customer focused services are delivered in an effective and efficient manner in accordance with Best Value principles. This involves assisting in the management of fleet services being provided to customers under Service Level Agreements.</p> <p>Offer a one-stop-shop fleet service to our fleet customers both internal and external.</p> <p>Further develop the good working relationship that currently exists with our fleet customers by having regular contact with them.</p> <p>Become an active member of the 3 monthly Service Review Forum preparing and presenting topics 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 Services' functions forwarding recommendations to the Service Manager for consideration and implementation.</p> <p>Represent Fleet Services as required on internal and external working groups, liaison with external agencies, etc.</p> <p>Undertake any other management or operational task as designated from time to time by Service Manager and / or Council requirements.</p>	<p>Background in transport/fleet administration.</p> <p>Use &amp; understanding of a modern fleet / workshop management computerised system e.g. TRANMAN.</p> <p>Moderate supervisory experience.</p> <p>Moderate experience of working in a Local Authority relevant to role.</p> <p>Educated to HNC Business Studies or equivalent (SVQ Level 2) and attainment of recognised professional qualifications e.g. CPC National Fleet Operations.</p> <p>Understanding of the Civic Government Scotland Act 1982 (testing of taxis &amp; private hire cars)</p> <p>Working towards membership of the Institute of Road Transport Engineers (IRTE).</p> <p>ECDL qualification</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p></p> <p></p> <p></p> <p>√</p> <p></p> <p></p> <p>√</p> <p>√</p>
<p>Take a lead role in the development and monitoring of the Council's Occupational Road Risk policies and procedures. This involves:</p>	<p>Qualified transport administrator with experience of light, heavy vehicles and plant.</p>	<p>√</p>	<p></p>



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<p><i>Conformance with Fleet Services' Operating Procedures</i></p> <p><i>Accident Reporting &amp; Claims Process, FRM/05</i></p>			
<p>Take a lead role in the further development of the Tranman fleet management system. This involves:</p> <p>Further development of the Tranman Crystal Reports to support fleet customers, carbon footprint reduction plan, fleet procurement, fleet and workshop management</p> <p>Develop reporting framework for the above, identifying trends, high-cost fleet items and other performance measures specified.</p> <p>Act as the main contact and facilitator for the annual APSE benchmarking returns. Develop trend analysis, comparing Fife Council, Fleet Operations with other Councils.</p> <p>Continually review system data and advise on improvements / changes.</p> <p>Liaise with BTS / Tranman with regards to minor system updates and changes.</p>	<p>Able to work as part of team</p> <p>Good customer care skills</p> <p>Evidence in personal development</p>	<p>√</p> <p>√</p> <p>√</p>	
<p>Take a lead role in supporting Management in rolling out a fleet maintenance performance management framework with direct responsibility for monitoring workshop performance against agreed targets. This involves the following:</p> <p>Run fleet maintenance performance Crystal reports and trend analysis on a 4-weekly basis, measuring actual performance against agreed</p>	<p>Ability to carry out the duties of the post effectively</p> <p>Having a positive and flexible attitude to the requirements of the post</p> <p>Ability to provide a regular and effective service</p>	<p>√</p> <p>√</p> <p>√</p>	

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<p>targets for each workshop. These targets cover people, finance, fleet performance and quality.</p> <p>Prepare other presentational material for 4-weekly review meetings, engaging with workshop staff to obtain their input and understanding of workshop service performance. Assist in developing a culture to continually improve service performance and reduce operating costs.</p> <p>Develop a framework for communicating workshop performance to other workshop staff e.g. notice board, graphs etc.</p> <p><i>Conformance with Fleet Services' Operating Procedure</i> <i>Vehicle Downtime Recording and Monitoring, WM/04</i></p>				
<p>Tyre management includes the monitoring of the tyre contract e.g. supplying monthly updates on contract/tyre and husbandry performances with recommendations on types and makes of tyres identified as poor performers, recommending changes where required. Duties also include:</p> <p>Liaise with tyre contractor and workshops ensuring that service delivery is to the required standard. (ref contract conditions)</p> <p>4 weekly monitoring of tyre contractors' performance which includes critical analysis of relevant tyre reports.</p> <p>Site visits to complete tyre auditing e.g. tyre photo recording.</p> <p>Prepare presentational material for 3 monthly service review meetings with our main fleet customers.</p>				

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<p><i>Conformance with Fleet Services' Operating Procedure WM/09</i></p>				
<p>Prepare and implement the planned maintenance programme and the fleet replacement programme.</p> <p>Issue of monthly inspection, service and MOT maintenance schedules.</p> <p>Monitor fleet inventory ensuring that all existing and new fleet items are linked to the scheduled maintenance system.</p> <p>Liaise with Fleet Management Team, ensuring that all existing and new fleet items are linked to the scheduled maintenance system.</p> <p>Programme workshop loading requirements in consultation with Service Users and Workshop Coordinators.</p> <p>Enter all new vehicles and plant details into the Schedule's Maintenance Master File ensuring all new information is accurate. Delete fleet items when required.</p> <p>Ensure that service workshops inspect, service and test fleet items in accordance with Operators' Licence requirements and other statutory legislation.</p> <p>Liaise with fleet customers on a regular basis ensuring full understanding of fleet item inspection service, MOT requirements.</p> <p>Administer insurance reports on lifting equipment, workshop equipment and items of plant. Interpret reports and highlight any serious mechanical defects to the Fleet Operations &amp; Service Manager. Input</p>				

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<p>data into database, file reports and forward a copy of reports to the Fleet Service Manager and Workshop Coordinators for any rectification work in conjunction with the insurance inspector and Risk Management Section.</p> <p>Monitor the insurance inspector's performance to ensure that all items of plant and auxiliary equipment have been inspected and adhere to LOLER and PEWER legislation.</p> <p>Take calls from User Services, Workshops or the DVSA Business Manager for amendments to planned inspection dates for HGV test appointments.</p> <p><i>Conformance with Fleet Operations' Operating Procedure Schedule Inspection/Service &amp; Testing, FRM/08</i></p>			
<p>Carry out audits and periodic checks on a range of activities and preparation of reports to an agreed format and standard, e.g. APSE, DVSA, Internal Audit etc.</p>			
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

**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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<p><b>Job Title (Specialists Tasks)</b></p>			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
<p><b>Before confirming appointment:</b> 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.</p>	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<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>