

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Fleet Technician	JEID	M0684
Salary Grade:	Scale I		
Team:	County Fleet Maintenance		
Service Area:	Communities, Transport Delivery		
Primary Location:	Hawkes Point, Leamington		
Political Restriction	This position is not politically restricted		
Responsible to:	Team Lead, Workshop Manager		
Responsible for:	Workshop management		

Role Purpose

- To ensure efficient day to day operation of Fleet Management Services within CFM.
- To be responsible on day-to-day basis for the financial systems required for income and expenditure for vehicle procurement/disposal and associated services.
- Provide support to Fleet Services Officer and CFM Team
- Provide support and frontline customer response on a range of CFM's customers' needs

Role Responsibilities

- To communicate effectively with Workshop Manager and CFM team to provide a customer focussed team.
- Provide support and frontline customer response on a range of CFM's customers' needs such as to assist them to run their vehicle fleets in an efficient and effective manner.
- To be responsible for Notice of Intended Prosecutions (NIPS) (Speeding and Parking fines) on behalf of WCC, ensuring avoidance of prosecutions. Processing, administration and customer liaison.
- To be responsible for the procurement, recovery of cost of Road Fund Licences and Insurance requirements relevant to fleet operations.
- To manage and monitor Credit Card budget.
- Manage Agresso system to raise requisitions for parts and vehicles, to receipt goods, to certify invoices, close orders and open new supplier accounts.
- Manage Agresso system to create external invoices and credits, reconcile statements and create

new customers.

- Using the computerised fleet management system (Tranman) assist in the scheduling, allocation and monitoring of workload, technical quality and levels of productivity, taking corrective action as required. Ensure job cards are created for all jobs and subsequently updated for work content and closed for charging to customer.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Previous experience of working with a large-scale Fleet Management or Enterprise Management system. Experience to include systems Administration and Reporting roles in addition to general systems use.	A, I
Good verbal and written communication skills with the ability to communicate across a wide range of levels with the organisations of our customers.	A, I
To be able to independently interpret and analyse information and facts to solve varied problems	A, I
To be able to use own initiative to respond independently to problems and unexpected situations	A, I
The ability to work under pressure including meeting deadlines and dealing with interruptions	A, I
Excellent communication and customer care skills including the ability to prepare estimates and explain the work content of jobs in such detail as to satisfy customer needs	A, I
Able to promote CFM in a manner that attracts and retains additional external customers	A, I
In depth knowledge of vehicle maintenance requirements as specified in the Road Vehicle Construction and Use Regulations, The Transport Act and Health & Safety Legislation as pertaining to a transport workshop environment	A, I

Desirable Criteria

Assessed By:

Previous experience of computer-based fleet management systems – preferably TranMan	A, I
Previous experience of managing a workshop and team of staff dealing with a diverse range of vehicles, contractors' plant, and customers	A, I
Good level of knowledge of Microsoft Office, in particular Word (e.g. creating Tables and Reports) and Excel (e.g. creating spreadsheets for data analysis, including	A, I

simple calculations)	
Experience of using vehicle tracking and maps e.g. Google Maps & Street View	A, I
Experience of dealing with enquiries / complaints where an easy / prompt resolution is not possible	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> - Driving HGV or LGV for work
<input type="checkbox"/> - Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> - Lone working on a regular basis	<input type="checkbox"/> - Restricted postural change – prolonged sitting
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> - Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> - Continual telephone use (call centres)	<input type="checkbox"/> - Regular work with skin irritants/ allergens
<input type="checkbox"/> - Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> - Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)

<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> - Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> - Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	X - Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	