



# Cumberland Council

## Post Specification

<b>Date</b>	<b>June 2024</b>
<b>PG Number</b>	<b>8262</b>
<b>Post Title</b>	<b>Fleet Support Officer</b>
<b>Job Family</b>	<b>Reg and Tech</b>
<b>Job Family Role Profile</b>	<b>BS8</b>
<b>Final Grade</b>	<b>Grade 8</b>

To be read in conjunction with the job family role profile

### Service Area description

This is a key post in the Fleet Business Management team of the Council's Corporate Parking and Fleet Management Service. 'Fleet' is an essential service cutting across the full range of services offered by Cumberland Council and is fundamental to the Council's ability to deliver its statutory services and priorities for local people and businesses. Fleet Services also provides essential support to external customers such as the Police, Fire and Crime Commissioner, key to the effective delivery of emergency fire and rescue services across Cumberland and the wider region.

Fleet supports the Council in meeting its carbon reduction targets as well as delivering on its key priorities for residents as outlined in the Council Plan.

### Purpose of this post

The post-holder will be part of a small team providing a broad range of technical and administrative functions cutting across all aspects of the Council's Fleet Services activities and projects.

### Key job specific accountabilities

1. Providing a range of technical, administrative, transactional activities across fleet and workshop services, providing advice to clients as necessary.
2. Effective operation of various specialist and generic software systems, supporting the production of performance reports across Fleet Services activities.
3. Provide support for vehicle procurement in accordance with established procedures.
4. Provide 'service desk / reception' cover as necessary at multiple workshop locations across Cumberland, handling payments from customers.
5. To support the effective management of the council's pool / hire car offer, including monitoring the utilisation / status of electric vehicle charge-points.
6. To support the effective management of occupational road risk across the Council, including driving licence checks, driving assessment and training etc.
7. To support the coordination of responses to complaints, service enquiries, FOI requests, and collation of information to support insurance claims, incident investigation.
8. To work flexibly across the wider Fleet Services function and undertake such other duties required from time to time and are commensurate with this position.

**Please note annual targets will be discussed during the appraisal process**

**Key facts and figures of the post**

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"><li>Supporting the management / monitoring of budgets (capital and revenue) across all aspects of the Fleet Services operations and across multiple sites</li></ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"><li>Manage relationships across the organisation and with external partners and customers.</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>To take reasonable care for your own health and safety.</li></ul>

**Essential Criteria - Qualifications, knowledge, experience and expertise**

**Qualifications**

- NVQ Level 3, or equivalent experience or knowledge in the relevant work area

**Knowledge / expertise**

- Knowledge of fleet management within a local authority setting (desirable)

**Skills and Abilities**

- Able to develop and maintain effective working relationships across a diverse organisation and with external stakeholders / clients.
- Ability to:
  - work on own initiative and to work as part of a team.
  - manage a demanding workload with competing priorities and deadlines.
  - analyse and interpret information, undertake research, and make recommendations.
  - use specialist software packages / IT systems and kit, to analyse, interpret complex data and report findings.
- Customer focussed approach and commitment to excellent customer service.
- Commitment to equal opportunities.
- Committed to continuing professional development, including undertaking relevant training.

**Experience of:**

- Working with a range of IT systems, including financial management systems, interpreting and analysing data (desirable)
- Procuring and management of contracts (desirable)
- working in a team environment
- managing conflicting priorities and demands

**Disclosure and Barring Service – DBS Checks**

- This post does not require a DBS check.

**Job working circumstances**

<b>Emotional Demands</b>	<ul style="list-style-type: none"><li>Minimal</li></ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"><li>Minimal</li></ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"><li>The post holder will predominately work from an office environment, but on occasion may need to work outside in vehicle workshop / depot at locations across Cumberland.</li></ul>

**Other Factors**

To model positive behaviour standards, placing health and wellbeing at the heart of everything we do, and displaying / reinforcing the Council's values (Ambitious, Collaborative, Compassionate, Empowering, Innovative).

Ability to travel to, and work from, different locations across Cumberland, including occasional travelling out of the area when needed, including at times beyond standard working hours.