

Job Description

Job Title	Fleet and Transport Services Officer
Directorate	Neighbourhoods and Housing
Service Area	Environment
Grade	4
Competency Level	1
Salary	£26,409 - £30,060
Job Type	Office Based
Location	Newton Road Depot
Disclosure and barring service (DBS)	Enhanced DBS – Child and Adult Workforce, No Barred Lists
Job Evaluation Ref No	A9068

Job Purpose

To provide administrative and technical support to the Fleet Services Unit.

Directly Responsible For:

Not applicable

Directly Responsible To:

Head of Service – Passenger Transport and Fleet Operations



Main Areas of Responsibility:

- To provide high quality administrative and technical support to the Fleet Services unit
- To be responsible for the organisation, preparation, collation and circulation of agendas and supporting documents
- To attend all relevant panel meetings for the purpose of minute taking and undertake follow up work from panels including the circulation of minutes, informing relevant parties of outcomes and ensuring that cases are re-referred as appropriate
- To provide administrative and technical support to statutory processes and procedures within the Fleet Services unit. Supporting Senior Fleet and Transport Officers with transport related inspections or investigations
- To develop the collection of data and continue to improve analysis of data to support the work of individual teams and panels
- To ensure that accurate information is recorded on relevant IT systems
- To manage the exchange of sensitive or contentious information with Managers, always maintaining confidentiality
- To exercise independent judgement and initiative based on good practice and acquired knowledge in problematic situations
- To liaise with and provide good quality information and advice to other council departments, external suppliers
- To co-ordinate the processing of orders and support with the issuing and payment of invoices for the Fleet Services unit using the LCC financial management system, including the tracking of credits and debits
- Continually monitor internal recharge information and report regularly to finance as required
- To provide up to date financial management information for Fleet Service Officers and Finance and Resources as required

- To provide training, where necessary, to administrative staff, on the administrative functions which support the Fleet Services processes and procedures
- To contribute to the coaching and development of appropriate staff and participate in the induction of new staff
- To provide support to other areas of the business unit as and when required
- To assist with the movement of any Fleet or other external agency vehicles in line with driving license categorisation

Supervision and Management Responsibility:

- No supervision or management responsibilities

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Driving, sitting and general office work
- Ability to check physical condition of a vehicle

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Relevant qualifications in literacy and numeracy (GCSE A - C or equivalent) or equivalent experience (A,I)
- Full UK driving licence with category B qualification (A,I)

Desirable

- Evidence of current and continuous professional development
- An appropriate qualification in ICT
- Successful completion of / commitment to undertake SAP training

Experience

Essential

- Experience of providing administrative and data support as part of team working (A,I)
- Experience of dealing with queries, ensuring highest quality standards in terms of professional practice and maintaining confidentiality (A,I)

Desirable

- Experience of servicing meetings, courses and conferences and associated functions
- Experience of maintenance schedules, compliance and working with fleet

Skills/Abilities

Essential

- Proficient in all aspects of IT including the Microsoft Office Suite, intranet and internet (A,I)
- Ability to work as part of a team, but also to work under own initiative with minimal supervision (A,I)
- Good organisational skills with the ability to meet deadlines (A,I)

Desirable

- Ability to undertake purchasing and invoicing within Council policies and procedures
- Ability to efficiently co-ordinate data collection and perform statistical analysis, presenting that analysis clearly and concisely, for a range of client groups and in a range of formats as appropriate
- A general knowledge and understanding of current relevant legislation, policy and working practices regarding Fleet Operations
- Awareness of Data Protection and confidentiality

Commitment

Essential

- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users / partners (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council