

# Role Profile and Person Specification

## ROLE PROFILE

<b>Role Title:</b>	Fleet Administrator	<b>Leadership level:</b>	<i>To be determined at later phase</i>
<b>Post reference:</b>	WS027/20081	<b>Job family:</b>	<i>To be determined at later phase</i>
<b>Grade:</b>	B	<b>Location:</b>	Killingworth
<b>Allowances:</b>	N/A	<b>Politically restricted post:</b>	No
<b>Area command / Department:</b>	Fleet Management	<b>Vetting level:</b>	
<b>Reporting to:</b>	Fleet Supervisor (Support)	<b>Date accepted as a role profile:</b>	
<b>Posts responsible for:</b>	Allocated trainees		

## Part A – Job Description

### Overall purpose of the role:

To provide overarching administrative duties as required supporting the overall function and service delivery of Fleet Management. Duties will include, but not limited to; reception services, accident management, effective management of all inbound correspondence, fuel administration & ordering to ensure sufficient supplies, processing of on boarding & de fleet vehicles and ensuring a efficient and timely parts storage and supply service. Ensuring relevant and available parts are stocked for use when required by Fleet operations.

### Key responsibilities of the role:

<b>1</b>	Provide an integrated first contact service to fleet users, and external suppliers. Carry out specific tasks surrounding financial reporting, process of all relevant administration, liaising with Fleet operations to create workshop bookings and provide an effective communication path to all fleet customers and external suppliers.
<b>2</b>	Accident management duties including; arranging engineer's inspections & external estimates, valuations and disposals of end of life vehicles, liaise with external insurance providers and internal legal departments relating to third party involvement and subsequent claim costs.
<b>3</b>	Processing enquiries, providing and receiving information, or redirecting to relevant staff to ensure complete customer satisfaction. Collate incoming NIP's, PCN's and toll charges and cascade to end users for action.
<b>4</b>	Monitor the progress of jobs through the workshop and provide required parts for the servicing and repair of vehicles. Source parts and equipment required both from stock and direct ordering from allocated suppliers to

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	ensure that Vehicle Technicians have the items needed to work effectively and minimise vehicle downtime.
<b>5</b>	Take receipt of good inwards checking appropriate paperwork to ensure accuracy of deliveries. Undertake the unpacking, movement and storage of all goods within designated storage areas ensuring those areas are kept in a clean and tidy condition and that all requirements of Health & Safety legislation are adhered to.
<b>6</b>	Contact part suppliers and chase outstanding parts orders when items have not arrived on time or are incorrect and update Fleet Management database with details.
<b>7</b>	Carry out stock checks in conjunction with other staff in order to ensure that the stocks held are correctly managed and accounted for
<b>8</b>	Maintain bunkered fuel stocks for all sites, in conjunction with administration and supply of fuel keys and fuel cards (Allstar). Process intent to pay form, re ordering of cards, and hot lists. Monitor fuel levels and restock where necessary to ensure force resilience.
<b>9</b>	Ensure Northumbria Police fleet vehicles commissioning information, including logbook information, are appropriately recorded on Tranman. Ensure vehicles are registered, taxed and maintained on vehicle insurance database, including processing of relevant special registration marks for covert vehicles where required. In addition demonstration vehicle records to be kept updated where required, by keeping abreast of all vehicle movements.
<b>10</b>	Collate and communicate vehicle exemption details for toll charge, ANPR & speed camera detection to appropriate end users.
<b>11</b>	Provide fleet users with job progress information via updating Tranman fleet database, or other methods of communication. Undertake daily tasks related to the allocation/retrieval of hire, demo and fleet pool vehicles.
<b>12</b>	Undertake any other duties requested, which are in commensurate with role, and may be required.

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## Part B – Scope of contacts

### Internal / External relationships:

**Internal:** All Northumbria Police operational delivery and support departments.

**External:** Parts Suppliers, Contractors, UK Police Forces.

## Part C – Competencies and Values

### Northumbria competencies and values framework (NCVF)

*Level – tbc*

## Part D – Continuous Professional Development (CPD) role 6 months *To be determined*

### First 6 months

1

2

3

4

### 12 months and beyond

5

6

7

8

## Part E - PERSON SPECIFICATION

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Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Demonstrable vocational experience in an administrative role.</p> <p>Demonstrable experience of organising their own workload</p>	<p>Good standard of education</p> <p>An understanding of vehicles.</p>	Application/interview
Planning and organising	Ability to plan and manage time and prioritise workload to meet organisation needs.		Application/interview
Problem solving and initiative	Ability to work calmly and accurately under pressure and deliver to tight timescales.		Application/interview
Management and teamwork	Ability to work effectively as part of a team to achieve successful outcomes.		Application/interview
Communicating and influencing	Organisational, administrative and interpersonal skills with the ability to communicate to a wide range of customers and stakeholders.		Application/interview
Other skills and behaviours	<p>Basic IT skills.</p> <p>Discretion in dealing with sensitive material and the need for confidentiality.</p>	Current full UK driving licence.	Application/interview