



ABOUT THE JOB

GENERIC ROLE DESCRIPTION

Job title:	Fleet Services Assistant	
Reporting to:	Fleet Services Team Leader	Job Band:
Direct Reports:	0	Size of Team: 5

The job holder will be a member of the Fleet Services team. The Fleet Services Team Leader will allocate tasks and responsibilities and these may change from time to time due to business requirements or to allow development opportunities for members of the team.

The job holder will;

- Deliver a broad range of administrative and procedural tasks associated with the management and maintenance of the vehicle fleet efficiently and effectively
- In liaison with the Fleet Services Team Leader, develop and implement procedures, systems and working practices utilising the computerised fleet management systems
- Assist in the administration of all vehicle-related support activity

Key Responsibilities

- ⇒ Arrange internal vehicle hires
- ⇒ Liaise with Workshop Stores and vehicle related suppliers, providing orders to ensure goods are received within timescale.
- ⇒ Responsible for new vehicle deliveries checking over the vehicles and completing job cards for vehicles to be commissioned. Update the details in the Fleet System, inform the Humber Bridge and complete relevant paperwork. Contact vehicle users to arrange exchange of vehicles. Send radio and equipment details to the relevant department.
- ⇒ Assist with the administration of all documentation associated with the preparation and issue of new vehicles and the disposal of old vehicles, together with the maintenance of all computer records.

- ⇒ Assist with the management of the vehicle telematics system and the information gathered from it.
- ⇒ Maintain comprehensive fleet records via use of fleet management systems to ensure that they effectively meet ESFM standards, policies and procedures.
- ⇒ Use software systems to produce vehicle related data, ensuring accuracy of the data and providing various reports based on this data.
- ⇒ Responsible for liaising with the relevant parties to complete administration in relation to speeding fines and bus lane incidents.
- ⇒ Prepare reports and undertake general administrative duties including, but not limited to, filing, data inputting, word processing, photocopying and post collection and distribution.
- ⇒ Ensure all documentation associated with the vehicle fleet is completed accurately and within agreed timescales.
- ⇒ Ensure that risks to the company or the clients' services which may affect their ability to provide services as usual now or in the future are identified and escalated to the appropriate line manager at the earliest opportunity.
- ⇒ Undertake any additional duties as may be determined by management commensurate with the nature and grading of the post and deemed to be in the interests of the efficient and effective functioning of the organisation.
- ⇒ Provide cover in the absence of any member of the fleet services team as appropriate.

You will

Be able to work on your own initiative
 Be able to work on your own or as part of a team, contributing positively and effectively
 Be able to travel to and work at other locations within the Humberside region
 Be willing to learn new skills and adapt working style as appropriate

Equality and Diversity Statement

ESFM recognises that discrimination and victimisation is unacceptable and accordingly it requires its employees to not discriminate directly or indirectly, or harass colleagues, customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Responsibility for ensuring that there is no unlawful discrimination rests with all employees and the attitudes of employees are crucial to the successful operation of fair employment practices.

For further information please refer to the ESFM HR Policy Manual

Person Specification

This is a specification of the skills, experience etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent at Grade C incl. English and Maths	✓	
Level 2/3 NVQ in Business and Administration		✓
Experience		
Use of computerised record systems	✓	
Working within a team	✓	
Undertaking office administration	✓	
Dealing with internal and client enquiries		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with the ability to communicate effectively at all levels	✓	
Good understanding of the importance of customer service and working with clients	✓	
Awareness of Health and Safety issues relating to office, stores and workshop environments	✓	
Ability to prioritise workload	✓	
Able to demonstrate significant attention to detail	✓	
Excellent written and oral communication skills	✓	
Good keyboard skills and the ability to use Microsoft and other applications e.g. Sage at intermediate level and extract information from systems and databases	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing needs of ESFM. It is expected that the job holder will be as positive and flexible as possible in using this document as a framework.

Initials:

Date of preparation: