



# HILLINGDON

LONDON

## Job Profile template

### Employee

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|---------------------|--------------------|
| <b>JOB TITLE:</b>   | Fleet Manager      |
| <b>GRADE:</b>       | POD                |
| <b>POST NO:</b>     | 26643              |
| <b>JOB TIER:</b>    | 4 (Team Manager)   |
| <b>DBS CHECK:</b>   | N/A                |
| <b>DIRECTORATE:</b> | Residents Services |
| <b>SERVICE:</b>     | Environment        |

### REPORTING STRUCTURE

|                          |                         |
|--------------------------|-------------------------|
| <b>Reports to:</b>       | Director of Environment |
| <b>Direct Reports:</b>   | <b>3</b>                |
| <b>Indirect Reports:</b> |                         |

### ROLE PURPOSE:

To manage the provision of the fleet service across the Council including budget management, purchase and hire of vehicles and the management of all maintenance and repairs across the fleet, ensuring that a culture of putting our residents first and continuous service improvement is maintained. In addition to be the O Licence holder for the Council.

Management of the fleet service, ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

# Job Description

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## 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- To be responsible for the selection, development and performance of Fleet in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- To communicate with colleagues across the Council to ensure fleet requirements are accurately assessed, provided and managed to ensure that the Council services are delivered in a manner that puts the residents first.

## 3. Operational Service Delivery

- To have overall responsibility for all Council fleet vehicles (approximately 295 vehicles).
- To manage all day-to-day fleet related activities across the Council to ensure a safe and reliable fleet is in operation to meet the Council service delivery needs.
- To be responsible for ensuring health and safety requirements and all relevant legislation, specialist, national or Council guidance is adhered to by the service teams. As "O Licence" holder, be responsible for ensuring the safe operation of vehicles in line with licence requirements.
- To closely manage any fleet related contracts to ensure maintenance, repairs and hire arrangements meet the needs of the Council's fleet users and residents.
- To work closely with all service teams and individuals using fleet vehicles across the Council to achieve maximum utilisation of the vehicles and plant.
- To review the service and its processes on an ongoing basis; sharing any findings/recommendations for improvement or development with the service team managers.
- To be responsible for receiving, analysing, monitoring and communicating performance data provided by the vehicle telematics systems. Where appropriate this would be followed up by management activities to address any performance shortfalls or where improvements could be achieved.

#### **4. Service Planning & Development**

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team and ensure workforce is suitably trained.
- Work with procurement on planned vehicle and plant replacements.

#### **5. Financial & Resource Management**

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- To take responsibility for the effective management of the allocated department revenue budget of circa £4m per annum.
- To take responsibility for the effective management of the allocated department capital budget of circa £5m per annum
- To work with the relevant Finance Business Partner to create the annual budget build.
- To work with the relevant Finance Business Partner to manage the monthly budget monitoring process.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

#### **6. Service Improvement**

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Manage the implementation of improvement initiatives and change programmes across the service departments for driver and vehicle performance.

## **7. Contacts**

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

## **9. Key Performance Indicators**

- Delivery against allocated budgets
- Delivery against MTFE savings targets
- Delivery against five-year fleet replacement programme

# Person Specification

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

| <b>1. QUALIFICATIONS</b>                                                                                                                                                               | <b>ESSENTIAL</b><br>✓ | <b>DESIRABLE</b><br>✓ |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|
| Certificate of professional Competence National Road Haulage                                                                                                                           | ✓                     |                       |
| Manager Certificate of Professional Competence (Manager CPC)                                                                                                                           | ✓                     |                       |
| Member of a relevant professional association, e.g. The Institute of Road Transport Engineers (ITRE) - part of Society of Operating Engineers                                          | ✓                     |                       |
| Level 4 Member of the Institute of Logistic and Transport (MILT)                                                                                                                       |                       | ✓                     |
| <b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>                                                                                                                                      | <b>ESSENTIAL</b><br>✓ | <b>DESIRABLE</b><br>✓ |
| Operator's License holder - responsible for reporting to the regional Traffic Commissioner                                                                                             | ✓                     |                       |
| Current UK driving license                                                                                                                                                             | ✓                     |                       |
| May be required to be on site from 6.00am on occasion to undertake quality checks of fleet operations                                                                                  | ✓                     |                       |
| <b>3. EXPERIENCE</b>                                                                                                                                                                   | <b>ESSENTIAL</b><br>✓ | <b>DESIRABLE</b><br>✓ |
| HGV technician experience                                                                                                                                                              | ✓                     |                       |
| Experience of successfully managing a diverse fleet portfolio of 150+ vehicles/plant, purchase, hire and day to day operations                                                         | ✓                     |                       |
| Experience of successfully managing a large fleet maintenance contract                                                                                                                 | ✓                     |                       |
| Experience of procuring and managing consultants and contractors.                                                                                                                      | ✓                     |                       |
| Significant experience of identifying, engaging with and managing a diverse range of influential contacts within stakeholder and partner organisations.                                | ✓                     |                       |
| Experience of project management and change control                                                                                                                                    | ✓                     |                       |
| Experience of challenging silo attitudes to encourage effective relationship building inside and external to an organisation.                                                          | ✓                     |                       |
| Experience of building collaborative relationships that engender a sense of teamwork.                                                                                                  | ✓                     |                       |
| <b>4. KNOWLEDGE AND SKILLS</b>                                                                                                                                                         | <b>ESSENTIAL</b><br>✓ | <b>DESIRABLE</b><br>✓ |
| Understanding of the operational and strategic issues related to the development of an appropriate and efficient fleet service to support all relevant Council services and functions. | ✓                     |                       |
| Ability to undertake various vehicle inspections and technical examinations to enable meaningful monitoring of contract V contractor performance.                                      | ✓                     |                       |
| Comprehensive knowledge of fuel management systems                                                                                                                                     | ✓                     |                       |
| Ability to produce high level reports and analysis for a variety of audiences including senior management and Cabinet.                                                                 | ✓                     |                       |
| High level budget management skills                                                                                                                                                    | ✓                     |                       |
| Understands the complexities of political dynamics and use this to manage relationships and resolve conflict effectively.                                                              | ✓                     |                       |

|                                                                                                                                                                                                                |                  |                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| Excellent verbal, written communication, presentation and interpersonal skills, able to analyse information and interpret it for non-experts.                                                                  | ✓                |                  |
| Strong influencing expertise, able to work intuitively and liaise effectively with a wide range of stakeholders.                                                                                               | ✓                |                  |
| Highly numerate and IT literate, able to work effectively with the Microsoft Office suite of applications and a range of development appraisal systems                                                         | ✓                |                  |
| Ability to assess risk and promote risk awareness without being risk averse.                                                                                                                                   | ✓                |                  |
| Knowledge of the Council's standing orders and reports.                                                                                                                                                        |                  | ✓                |
|                                                                                                                                                                                                                |                  |                  |
| <b>5. COMPETENCIES</b>                                                                                                                                                                                         | <b>ESSENTIAL</b> | <b>DESIRABLE</b> |
| <b>"Can do" positive attitude</b><br>Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.                                             | ✓                |                  |
| <b>Takes responsibility and delivers results</b><br>Adapts to changing demands to ensure that objectives are met, overcoming problems and making well-considered decisions.                                    | ✓                |                  |
| <b>Team working</b><br>Acts as a role model to others in the team, sharing knowledge and experience, when necessary, whilst respecting and valuing the contribution other team members' experiences can bring. | ✓                |                  |
| <b>Communication</b><br>Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.           | ✓                |                  |
| <b>Customer Care</b><br>Develop contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.                   | ✓                |                  |
| <b>Take ownership of personal development</b><br>Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.              | ✓                |                  |

## **Our values**

### **Respect**

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

### **Collaborative**

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

### **Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

### **Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

### **Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.