



## ROLE PROFILE

<b>Post Title:</b>	Fleet Administration Assistant	
<b>Grade:</b>	LC 4	<b>JE: 1246</b>
<b>Location:</b>	Fleet Management Unit, Lancashire Constabulary HQ	
<b>Responsible to:</b>	Fleet Administration Supervisor	

### Job Purpose:

To provide efficient and effective administration of the Constabulary's fleet using the Fleet Management (Tranman) system.

Provide a professional customer focused service reception function for all internal and external enquiries and visitors to the department.

### Key Responsibilities:

**This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.**

- To provide a customer focused service to all visitors, customers and contractors making enquiries or visiting Service Reception.
- To operate a triage service for all vehicle defects to ensure they are handled in the most appropriate manner.
- To administrate the fleet accident and repair process and driver data records data base.
- To liaise with the insurance assessor in order to action vehicles damaged and allocate to appropriate workshops for repair.
- To administer the force driving licence system and all associated duties.
- To provide advice and guidance to Police Officers and Police Staff on vehicle repairs.
- To provide a call handling function for fleet enquiries within the office as required.
- To provide timely and regular updates to customers, including realistic timescales for service, repair work and warranty work.
- To support and assist the planning and administration of servicing schedules for the Constabulary's fleet, taking operational priorities into account.
- To effectively plan and arrange for vehicles to be moved around the Constabulary by closely liaising with Fleet Recovery Drivers and customers.

- Effective communication with managers and colleagues within the fleet department, highlighting priorities and issues where necessary
- Efficient administration of the Fleet Management Software, ensuring that comprehensive records for all Constabulary vehicles are accurately recorded and maintained.
- To promote and comply with Lancashire Constabulary's policies on equal opportunities and health and safety both in the delivery of service and the treatment of others
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post
- Work with customers and colleagues to ensure delivery of effective communication and management of expectations. Adopting a customer focussed approach
- To be responsible for improving your performance by participating in the Professional Development Review (PDR) process with your manager

### Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

#### **Resolute, compassionate and committed**

<b>Behaviour</b>	<b>Level</b>	<b>To be Identified by</b>
We are emotionally aware	1	Interview
We take ownership	1	Interview

#### **Inclusive, enabling and visionary leadership**

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

#### **Intelligent, creative and informed policing**

We analyse critically	1	Interview
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

<b>Values :</b>	
All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.	
<b>Integrity</b>	<b>Impartiality</b>
<b>Public Service</b>	<b>Transparency</b>

<b>Qualification</b>		
<b>Essential</b>	<b>Desirable</b>	<b>To be identified by</b>
	Level 1 or above N/SVQ in Customer Service.	Application Form
<b>Knowledge / Experience</b>		
Experience of working in an administrative/clerical role within a busy office environment	Working knowledge of Force Fleet Management Software	Application Form / Interview
Experience of using Microsoft Applications including MS Word and Excel		Application Form / Interview
Experience of maintaining and interrogating computerised administration and financial information systems	Experience of having worked in a motor vehicle environment	Application Form / Interview
Experience of producing accurate information and demonstrating a high level of attention to detail		Application Form / Interview
Experience of working as part of a team		Application Form / Interview
Experience of maintain and inputting information clearly and accurately		Application Form / Interview
Experience of interrogating IT systems to compile reports and experience of producing spreadsheets		Application Form / Interview
Promote and comply with our obligations under the Equality Act 2010, Data Protection and Health & safety legislation in the delivery of service and the treatment of others		Application Form / Interview
<b>Other</b>		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
Evidence of continuing professional development		Interview

Full valid driving license		Application Form
Willingness to travel on Constabulary business as and when required		Interview
Knowledge of Health & Safety, Equal Opportunities, Diversity and Data Protection legislation/issues		Interview
Demonstrates a flexible approach to working practices and hours		Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

**Date last updated: April 2019**