

Fleet Operations Manager

Grade 11

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

County Fleetcare is a trading service that is responsible for the procurement and maintenance of the Council's directly owned fleet. It supports a diverse array of services, including Highways, Libraries, and Countryside management. Additionally, County Fleetcare serves external

clients, primarily within the public sector, such as schools, academies and other local authorities.

Operating from a dedicated premises in Stafford, the service extends its support to the Council and other customers throughout the entire county.

About the Role

As Fleet Operations Manager, you will be responsible for workshop operations and Health & Safety functions. Additionally, you will deputise for the Fleet and Engineering Manager, taking charge of the council's operator's licence, premises management, health and safety responsibilities, the MOT testing centre, and the day-to-day business needs of County Fleetcare.

Reporting Relationships

Responsible to: Fleet & Engineering Manager

Responsible for: Workshop Supervisor & Workshop

Key Accountabilities:

1. Lead the management and monitoring of workshop schedules to consistently meet customer demand, optimise productivity, and minimise vehicle downtime. Ensure strict adherence to legal requirements for vehicle inspections, including compliance with the Goods Vehicles (Licensing of Operators) Act 1995 and DVSA MOT inspection standards.
2. Lead the workshop team and manage resources to ensure maximum productivity and efficient responses to breakdowns and out-of-hours calls. Drive continuous improvements and maintain high service quality through innovative strategies. Provide detailed performance reports and foster a culture of excellence and accountability.

3. Lead the monitoring of work in progress to ensure projects remain on track, providing timely updates and resolving customer concerns. Maintain detailed records, prepare reports, and collaborate with stakeholders to enhance processes and customer experience. Ensure prompt customer billing to meet KPIs.
4. Lead the management of workshop sub-contractors and suppliers, ensuring performance aligns with contracts, tenders, and the Council's Financial Regulations. Oversee tenders, finalise agreements, and ensure adherence to health and safety standards. Exercise delegated authority to manage the transport operational budget effectively.
5. Responsible for the supervision and management of parts procurement, including supplier negotiations, order placement, and delivery tracking. Oversee stock control and storage to ensure safety, security, and inventory accuracy. Conduct regular audits to maintain smooth operations and address discrepancies. Ensure compliance with procurement regulations and utilise tenders, quotations, and frameworks for purchases.
6. Responsible for the planning, organisation, development, monitoring, and evaluation of systems and safe working methods. Ensure day-to-day health and safety in vehicle workshops, including creating safe systems of work and conducting risk assessments. Ensure compliance with LOLER and PUWER regulations for lifting equipment and tool inspections.
7. Support the Authorised Examiner Designated Manager in ensuring statutory compliance for Fleetcare's MOT test station, including deputising in their absence. Maintain regulatory compliance and the highest testing status score, upholding the station's integrity and reputation.
8. Responsible for the development and implementation of the section's comprehensive training plan, encompassing skill development, relevant training, and crucial legislative training to ensure compliance with all legal requirements.

9. Support the Fleet and Engineering Manager in implementing the council's fleet decarbonisation strategy and enhancing fleet efficiency through telematics monitoring and analysis. Collaborate with internal and external stakeholders to ensure effective implementation of the latest strategies.
10. Support the Council's nominated Transport Manager in maintaining compliance and holding the Vehicle Operator Licence Certificate of Professional Competence for all commercial vehicles, including deputising in their absence. Conduct compliance audits and ensure adherence to all legal requirements under the Goods Vehicles (Licensing of Operators) Act 1995 and associated regulations.
11. Responsible for the scheduling and coordination of Health & Safety reviews and progress meetings. Develop and implement new health and safety strategies, and support the Premises Manager with related tasks. Conduct team toolbox briefings to ensure adherence to safety protocols. Consult HSE guidelines for best practices and oversee the health surveillance monitoring programme in collaboration with the Health and Safety and Occupational Health teams.
12. Lead the recruitment, mentoring, and development of reporting staff to enhance skills, competencies, and professionalism, thereby improving service delivery standards. Monitor performance, manage induction and probationary periods, and ensure the implementation of all council policies and procedures.
13. Proactively support the Fleet and Engineering Manager in identifying and securing new business opportunities within Staffordshire County. Drive strategic growth initiatives, acquire new clients, and bid for lucrative contracts to expand market presence and enhance competitive edge.

Other Information

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role locally.

This post has no political restriction.

The post holder will be based in Fleetcare's operating centre located in Beacon Business Park, Stafford.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.






The content of this Job Description and Person Specification will be reviewed on a regular basis.



Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

| Minimum Criteria for Disability Confident Scheme * | Criteria | Measured by |
|---|--|--|
|   | Qualifications/Professional membership <ul style="list-style-type: none"> Engineering HNC or equivalent qualification/experience Membership of the Institute of the Motor Industry (IMI) or Chartered Institute of Logistics and Transport (CILT) or equivalent membership Certificate of Professional Competence for Transport Managers Institution of Occupational Safety and Health Certificate in Managing Safely or equivalent qualification Current valid driving licence | A/I A A A/I A/I |
|    | Knowledge and Experience <ul style="list-style-type: none"> Experience of managing a motor vehicle workshop or relevant Fleet management experience Comprehensive understanding and experience of operating procedures associated with a vehicle workshop, including implementation of workshop policies and procedures Experience of leading a team, creating a collaborative environment and delivering success Knowledge & understanding of Fleet management and transport operations. Detailed and in-depth knowledge of relevant legislation and statutory obligations relating to C&U regulations and vehicle operations Direct experience of financial monitoring and budgetary control required in this type of environment | A/I A/I A/I A/I A/I A/I |

| | | |
|--|---|--|
| | <ul style="list-style-type: none"> • Knowledge & experience in contract management, negotiation, procurement and implementation • Experience of Health & Safety aspects of workshop/transport operations | A/I A/I |
|   | Skills <ul style="list-style-type: none"> • Effective communication and interpersonal skills to lead and manage other, influence and effect change. • Ability to lead and motivate others, inspire change and improvement, delegate and manage resources and people. • Effective IT skills, with significant experience of using Microsoft Office, outlook, excel and word, including Fleet management software • Commitment to customer focused solutions • Proven organisational skills • Ability to manage own time effectively and to work to defined deadlines • Ability to motive and influence others at all levels through positive relationships • Ability to work flexibly across all areas of diversity, demonstrating cultural awareness, inclusivity, adaptability, and sensitivity. • Ability to foster and champion innovation, leading to the successful commissioning of innovative best in class services, further enhancing the County Councils reputation | A/I A/I A/I A/I A/I A/I A/I A/I |



*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting
Talent & Resourcing Team 01785 278300