

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Fleet Technical Support Controller	Current Grade:	B001
Department:	Corporate Services	Area:	Force Headquarters
Reports To:	Vehicle Fleet Manager	No of Posts:	1
Level of vetting:	BV	Post Number:	HQ2556

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To manage a technical support function to the Fleet team, ensuring resilience, effective and efficient systems and processes and procedures and develop, implement and maintain a robust performance measurement regime for both function and service.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Total revenue expenditure on fleet is in the order of £6M (20010/11).

The post-holder will have an indirect influence on the expenditure relating to all Fleet costs as a specific role is to ensure that what is spent across the Force represents best value for money, and will be responsible for introducing new tracking and monitoring arrangements to ensure that is achieved.

The post-holder will have an indirect influence for the Force fleet capital budget in the order of £2.2M (2010/11) with the objective of improving the quality and standards of the Force's fleet.

The post-holder will have an indirect influence for the Force budget for Fleet maintenance in the order of 2.2M (2010/11) with the objective of improving the condition of the Force's fleet.

The post-holder will have an indirect influence for fuel Force-wide 2010-11 represents £1.4 M.

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

The role requires liaison and first class interpersonal skills with Police Staff and Police Officers of all grades and rank across the force.

The post will have an impact on the effective management of the whole vehicle fleet of approximately 500 vehicles.

REWARD

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Manage a comprehensive technical support function across the Fleet team, ensuring a seamless and integrated technical resilience to the disciplines and accountabilities of each Controller.

Deputise for any Controller in their absence, or to provide additional support to any area of activity as may be required to meet business need, ensuring application of timely and current knowledge of business activity and technical knowledge.

Develop, implement and maintain effective and efficient support systems and processes and procedures for all Fleet resource and service activity, ensuring

Primary responsibility for ensuring that, from an understanding of business needs and through the implementation and promotion best practice and guidance, the support delivered by the k2 database is efficient, effective and meets the specifications of the Service Level Agreement, leading on the development and management of the system maintain close working relationships with the software provider, IT department and other third parties, resolving any system related issues that fall outside of the IT support remit.

Day to day management and Super User of the k2 database, including process and procedure ownership, application management and first point of contact for operational issues with system and provide in-house training for all new and existing users as required Force-wide.

Develop, implement and manage a robust performance management framework for both Fleet function and service, including the design, implementation, monitoring and development of metrics that can be used to capture performance targeted at ensuring that any disruption to resource availability and reliability is kept minimal and that the team works towards achieving the KPIs it is assigned.

To develop, maintain, review and manage all fleet related administration processes and procedures, including document management and storage.

Responsible for the promotion and implementation of continuous service improvement activity within the Finance and Corporate Services Department.

E. DECISION MAKING:

Make decisions

The post-holder will make those decisions which otherwise would have been made by the Controllers where resilience is being provided to those positions.

The post-holder will contribute to decisions through issues and trends emerging through management information and performance management data.

The post-holder will contribute to decisions on the approach to delivering requirements and fleet services, the adoption and implementation of best practice and adherence to corporate governance.

Significant say in decisions

The post-holder will have a significant say in the running of the Fleet team through knowledge and experience across the whole function.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

Heads of Finance and Corporate Services and other Senior Managers within Finance and Corporate Services.
Chief Officers and other Heads of Departments / Senior managers, Budget Holders, BTPA

External

Suppliers and Service Providers, Police Authorities and Government Agencies, any other body in relation to the role.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

A BTEC in Business Studies or car fleet management or similar. Working towards Institute of Car Fleet Management highly desirable.

Education qualifications to degree level. A QSE qualification (or similar).

Experience:

This post demands a knowledge and application to each of the areas of responsibility of the other Fleet Controllers, and, as such demands both a wide base of technical intelligence and understanding of each area of the business. Broad IT based skills are required in view of the database responsibilities.

Vehicle and plant specification

Vehicle and plant maintenance control and administration. Whole life costing.

MIS.

Benchmarking and best practice.

Skills:

Good interpersonal skills as will be dealing with a wide sector of contacts, both internal and external, including both negotiations and contract management issues with suppliers and other third parties.

Competent in the use of Excel spreadsheets, Access databases and Fleet management systems.

Experienced in established industry driven best practice. Demonstrable acumen in supplier and customer relations. Financial and analytical acumen –

Ability to analyse information and produce meaningful outcomes.

Verbal skills –

Ability to articulate and communicate effectively both verbally and in writing on a number of wide ranging role related issues to all levels of staff and service providers.

Particular outlook or set of personal values –

Commitment to delivering services to a professional standard. Confidence in own administrative and technical capabilities. Strong customer focus. A common sense and practical approach to delivering the job function.

Knowledge:

Desired Criteria:

Qualifications and Training:

Experience:

Skills:

Knowledge:

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

I. AUTHORISATION DETAILS

Prepared By:

Date:

Area Commander /FHQ

HoD: Andrew Clarke

Date: 14/02/2011

Evaluation Panel:

Date:

REWARD