



NEIGHBOURHOODS & REGULATORY SERVICES DEPARTMENT

JOB TITLE: TEAM LEADER FLEET SERVICES
DIVISION: ENVIRONMENTAL SERVICES
GRADE: Band 12
REPORTS TO: HEAD OF ENVIRONMENTAL SERVICES
POST REF. NO: 103181

Purpose of Post

The post holder is required to support the Head of Environmental Services in:

- i. Implementing the vision, strategic and core values of the Council and providing a clear sense of direction, optimism and purpose for the services team members.
- ii. Undertaking delegated day-to-day operational management of Fleet Services.
- iii. Taking responsibility for assisting the Head of Environmental Services in:
 - Implementing technology developments, upskilling and continuous professional development within fleet maintenance services.
 - Strategic planning and transitioning of HBC fleet to meet developing transport and environmental requirements.
- iv. Under the strategic guidance of the Head of Environmental Services, working closely with all Environmental Services Team Leaders and partners, develop and maintain the business ethos of the combined portfolio:
 - ✓ Solutions – Local solutions that work for our communities and customers.
 - ✓ Support – Working together and in partnership to get the best results.
 - ✓ Innovation – Diverse dedicated teams with years of experience & creativity.
 - ✓ Responsiveness – Getting it done together as ‘one team’ day in day out.

The post holder will also be expected to:

- Training and Requalification - Undergo training and successful requalification as required to maintain necessary certification to carry out roles.
- Physical Fitness - The post does require the post holder to be physically able to undertake site visits and supervision which includes walking and traversing active fleet maintenance facilities and test centres, vehicle depot fuel and wash facilities including premises where there are steps, gantries, slopes and uneven ground.

- Operational location - The post operates out of the Council's depot in Hartlepool working throughout the borough of Hartlepool and other areas within the region.
- Occasional and exceptional hours of work - The post holder will be expected to occasionally work outside normal core hours to complete work or respond to emergencies.
- Duty working hours - A two shift rota exists for fleet maintenance facility which requires the post holder to ensure they split their time to provide adequate support to Lead Senior Fitters on both shifts when required. A rota exists for standby 'Christmas and New Year holiday period' cover where the post holder will be expected to take home the contact phone and respond if on rota.
- Other duties - Assist in any other duties of a related nature which might reasonably be required and allocated by the Head of Environmental Services.
- Health surveillance programme - Participate fully in programme.

Main duties and responsibilities

1. **Responsible for the provision of those services delegated by the Head of Environmental Services**, including optimising service delivery and ensuring it is undertaken in a responsive, efficient and effective manner. To include:
 - Vehicle Operators Licence responsibilities as designated lead Operator Licence Holder (a DVSA qualified and recognised 'Transport Manager').
 - Vehicle procurement and replacement programme.
 - Production and agreement of vehicle SLA's for individual council services.
 - Vehicle Workshop and fitter staff, all Maintenance & Inspection Activities.
 - Authorised Testing Facility HGV's and PSV's.
 - Taxi inspections.
 - MOTs and servicing for Cars, Vans and Motorhomes.
 - Vehicle Hire service.
 - Vehicle wash and inspection preparation facilities.
 - Fuel bay and vehicle fuel management.
 - Metal Fabrication service.
2. **Tofts Farm Depot site management and co-ordination of cross-service activities** – Deputise for Environmental Services Manager when requested in providing support on operational and health and safety matters relating to the depots ongoing use by frontline services, and maintenance and management of the facility.
3. **Ensure the provision and commissioning of safe, compliant, effective and high quality services** that are responsive to local need. Services to be provided and developed with clear service quality standards e.g. *Society of Operational Engineers (SOE) IRTE Workshop Accreditation scheme and irtec Workshop*

Technicians accreditation scheme; Fleet Operator Recognition Scheme (FORS), and compliant with applicable legislative, road haulage and passenger transport requirements e.g. Goods Vehicles (Licencing of Operators) Regulations 1995, The Public Service Vehicles (Operators' Licences) Regulations 1995, The Road Vehicles (Construction and Use) regulations 1986, The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998, The Provision and Use of Work Equipment Regulations 1998, The Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002.

4. **Plan direct and supervise the teams and physical resources within the Fleet service area** to include: recruitment, work planning and allocation, health & safety compliance, quality management, delegated budgetary control, the provision of supervision, performance management, discipline, appropriate training/development and appraisals; and Customer Relationship Management duties e.g. complaint resolution, FOI's etc.
5. **Develop and articulate the service's vision to the team** to help build a valued, confident, developed, empowered and innovative workforce that operates safely and efficiently. Helping also to ensure it maintains a position to deliver statutory obligations, industry and organisational health & safety requirements; and Council vision, policy and objectives.
6. **Work with the Head of Environmental Services in respect of long term strategic service planning and delivery**, ensuring efficient and effective use of the service's available resources (financial, human and physical). To include supporting:
 - (a.) Service efficiency and savings work streams by implementing technology developments across the fleet, and the upskilling and maintenance of continuous professional development programmes for staff within fleet maintenance services that:
 - i. Increase the efficiency and scope of in-house fleet maintenance service delivery with the aim of maintaining the skills and equipment to undertake work in-house;
 - ii. Improve the service offers and customer experience; and
 - iii. Optimise statutory service interfaces i.e. attainment and maintenance of HBC in DVSA Earned Recognition Operator Scheme.
 - (b.) Strategic planning and subsequent transitioning of HBC fleet to Zero Emission Vehicles to meet statutory requirements; to include developing the associated infrastructure upgrades to support day-to-day operation of these vehicles, and the necessary upskilling and equipment to enable maintenance of vehicles.
 - (c.) Review and submission for approval the annual strategic Vehicle and Equipment Procurement Plan for the entire HBC fleet.
 - (d.) Identification of annual Drivers CPC training requirements.

7. **Policy development Lead Officer, including subsequent review responsibility** for e.g. 'Customer Service Policy and Terms of Use' – Taxis/ MOTs & servicing/ ATF/ hires; 'Customer Service Standards and Procedures for staff' – Fleet.
8. **Commercial service offerings** - Be proactive in developing and expanding offerings to assist in maximising the potential operational surpluses available to support income targets and service reinvestment/ improvement needs.
9. **Work with the Head of Environmental Services to help maximise the availability of all funding sources**, including gaining external funding to enhance service delivery. Scan for additional business/ external works, including preparing and submitting tender forms in accordance with departmental and corporate policies and procedures.
10. **Co-ordinate the delivery of services** with Environmental Services Administrative Support Team Leader, ensuring that they are undertaken in a responsive manner that minimises potential for wasted customer contact by adopting and promoting a 'first time right' objective for all activities and personnel.
11. **Lead on fleet service area's comms**, engagement and campaign development in accordance with Council procedures/ authorisation requirements.
12. **Operate service in compliance with legislation maintaining appropriate certification**, and obtaining/ renewing licences and environmental permits.
13. **Ensure the statutory monitoring and reporting requirements are completed** for the service.
14. **Support completion of annual service benchmarking** e.g. APSE returns.
15. **Ensure that the appropriate health & safety requirements, risk management and business continuity plans** for the service area are in place.
16. **Engage and develop effective/ collaborative working relationships** with service delivery partners/ contractors, relevant national industry bodies and regional organisations, clients, customers to help support service delivery and improvement
17. **Ensure that synergies are considered with other services** when planning works to help ensure maximum effectiveness of the Environmental Services portfolio.
18. **Support Head of Environmental Services to develop innovative service solutions that best fit local needs and learn from any best practice** that might be found elsewhere, working with others as necessary. Use business process re-engineering to rationalise and reduce bureaucracy and duplication.
19. **Provide technical advice and be principal source of professional advice** in relation to the service and relevant fleet, transport and driver management issues.

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20. **Maintain up to date knowledge of legislation and national policy**, and to ensure both the Head of Environmental Services and the team are briefed on changes and emerging best practice.
 21. **Ensure equality and diversity issues are effectively assessed, planned and implemented.**
 22. **Undertake the higher level case work** in relation to the service.
 23. **Undertake the role of the Transport Manager CPC Holder** for HBC's two operator licences 1. **Road Haulage** and 2. **Passenger Transport**; satisfying the Traffic Commissioner of the effective operation and management of the following;

TM. 1. **Drivers administration** – including:

- (a) The checking of drivers' licences and driver CPC qualifications.
- (b) Ensuring the retention of driver hour's records.
- (c) Ensuring the retention of drivers Working Time Directive (WTD) records.

TM. 2. **Drivers management** – including:

Ensuring compliance with the driving hours rules (EU or Domestic Hours rules); that drivers record their duty, driving time and rest breaks:

- (a) Downloading and storage of digital tachograph unit data.
- (b) Downloading and storage of drivers' smart cards data.
- (c) Regularly review driver's digital & analogue tachographs charts/ printouts and provide warnings of any driving infringements to drivers.

Driver competency to operate vehicle - to ensure that:

- (d) Drivers are adequately trained and competent to operate relevant vehicles and equipment.

TM. 3. **Drivers operations** – ensuring:

- (a) Vehicle checks and Defect reporting sheets – That drivers are completing vehicle walk around checks and returning their defect reporting sheets as per procedure.
- (b) Defect report forms - That vehicle defects are recorded correctly and cross checked by vehicle maintenance staff.
- (c) Breaks and rest periods from driving - That drivers and mobile workers take adequate breaks and appropriate periods of daily and weekly rest.

TM. 4. **Vehicle administration** – including:

- (a) Maintenance records.

- (b) Ensuring vehicles are correctly specified on Operators Licence.
- (c) Operator Licence Disks
- (d) Safe vehicle loading
- (e) Tachograph calibrations Vehicle Insurance Certificates
- (f) Vehicle Maintenance Planner with Preventative Maintenance Inspections (PMI's).

TM. 5. Vehicle management – ensuring:

- (a) That vehicles and trailers are kept in a fit and roadworthy condition.
- (b) Repairs undertaken.
- (c) Preparation for Inspections.
- (d) Liaise with maintenance contractors, manufacturers, hire companies.

TM. 6. Compliance systems in place – including details of:

- (a) Training for staff.
- (b) Management, monitoring and auditing.

TM. 7. Licence administration – ensuring:

- (a) That the traffic commissioner is made aware of any relevant matters within 28 days.

Key Relationships

1. To work in partnership with all sections of the Regeneration and Neighbourhood Services department and to co-ordinate programmes of activity/services which meet the needs of the people of Hartlepool.
2. To establish and maintain liaison with local, regional and national agencies to benefit the service provided to the public and customers.
3. To liaise when required by Head of Environmental Services with elected members, members of the public, stakeholders and other groups to provide environmental services which are responsive to their needs.
4. To provide advice/guidance and the preparing reports for Head of Environmental Services as required.

Changes and developments

The work of all Local Government departments changes and develops continuously, which in turn requires staff to adapt and adjust. The functions/responsibilities above should not therefore be regarded as immutable, but may change commensurate with the grading of the post. Any major changes will involve discussion and consultation, which if wished may involve a Trade Union/Professional Association representative.