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| **Job Description** |
| **Post title** | Fleet Hire Desk Assistant  |
| **JE Reference No** | N9616 |
| **Grade** | 4 |
| **Service** | Neighbourhood and Climate Change  |
| **Service Area** | Environment  |
| **Reporting to** | Fleet Hire Desk Supervisor |
| **Location** | Your normal place of work will be Meadowfield but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To assist the Fleet Hire Desk Supervisor, Strategic Fleet Team Manager and Fleet Business Manager in the day to day hiring operation. Ensuring that the hire contracts managed by Fleet Services are provided to the requirements of the customer and contract compliance is maintained.

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| **Duties and responsibilities** |

* Co-ordinate and process on & off hire requests, including verifying rates, allocation to authorised suppliers and provide the service in accordance with DCC policies / procedures.
* Accurately / efficiently record vehicle, plant and equipment hire data on to the Fleet Management System and record as required within a timely manner.
* Record vehicles on DCC insurers Motor Insurance database, ensuring vehicles are recorded on / off the insurance in accordance with DCC policy and the 4th European Motor Insurance Directive.
* Raise purchase orders / works instructions, accurately record as required on the Fleet Management System in accordance with DCC policies / procedures.
* Consult with customers to ensure vehicles / plant / equipment are provided to operational requirements and contractual compliance.
* Consult with suppliers to ensure vehicles / plant / equipment are provided to contract specification / compliance and meet the requirements of the customer.
* Provide supporting information to Fleet Hire Desk Supervisor, Strategic Fleet Team Manager and Fleet Business Manager in relation to any none compliance supplier issues. Record on Fleet Management System in accordance with DCC policy / procedures.
* Provide supporting information to Fleet Hire Desk Supervisor, Strategic Fleet Team Manager and Fleet Business Manager in relation to damage investigations, accidents / incidents and supplier damage claims. Record on Fleet Management System in accordance with DCC policy / procedures.
* When required provide support with the preparation and evaluation of the hire contracts managed by Fleet Services.
* Carry out vehicle / plant / equipment inspections in accordance with DCC Policy and Procedures.
* To provide cover in the absence of the Fleet Hire Desk Supervisor, ensuring the hire desk service is efficiently facilitated, contractual compliance is maintained, daily off hire / exceeded hire reports are checked and addressed in accordance with DCC policy / procedures.
* To provide administrative assistance and general office duties, associated with the Hire Desk provision, with a view to maintain a cost effective and efficient service.
* To ensure full compliance with ISO Quality System requirements and a high standard of customer care. All employees are expected to actively promote continuous improvement in service quality and to be fully involved in the implementation of quality systems and techniques.
* To carry out such other duties which may be allocated from time to time and which are commensurate with the grading of the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2 in Business Administration or a hire discipline or equivalent in a relevant subject.
* Driving Licence (CAT B & C1+E).
 | * Driving Licence (CAT C).
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| Experience | * Working within a Plant & Vehicle Hire Company or similar environment.
* Operating a Fleet Management System.
 | * Working within a motor vehicle workshop environment.
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| Skills & Knowledge | * Computer Skills including Word Processing, Data Base and Spread Sheet Applications. Good Communication and Interpersonal Skills.
* Good organisational Skills.
* Good numeracy, accuracy and literacy skills Financial Awareness.
* Applying contract compliance.
 | * Financial awareness and negotiating skills.
* Knowledge of Quality Systems.
* Knowledge of tender process.
* Good time Management Skills.
* Sound knowledge of plant and equipment utilised in a Civil Engineering and/or Building industry or similar environment.
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| Personal Qualities | * Capability to work to timescales.
* Ability to prioritise workload.
* Ability to work with minimum of supervision.
* A good team member.
* May be required to work outside of normal office hours to meet the needs of the business.
* Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment.
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