



Role Title	Team Leader – Workshop Administration	Reporting to	Workshop Manager
Section	Transport	District/Department	Asset & Logistics
Tenure		Rank/Grade	Scale 5

Part A – JOB DESCRIPTION

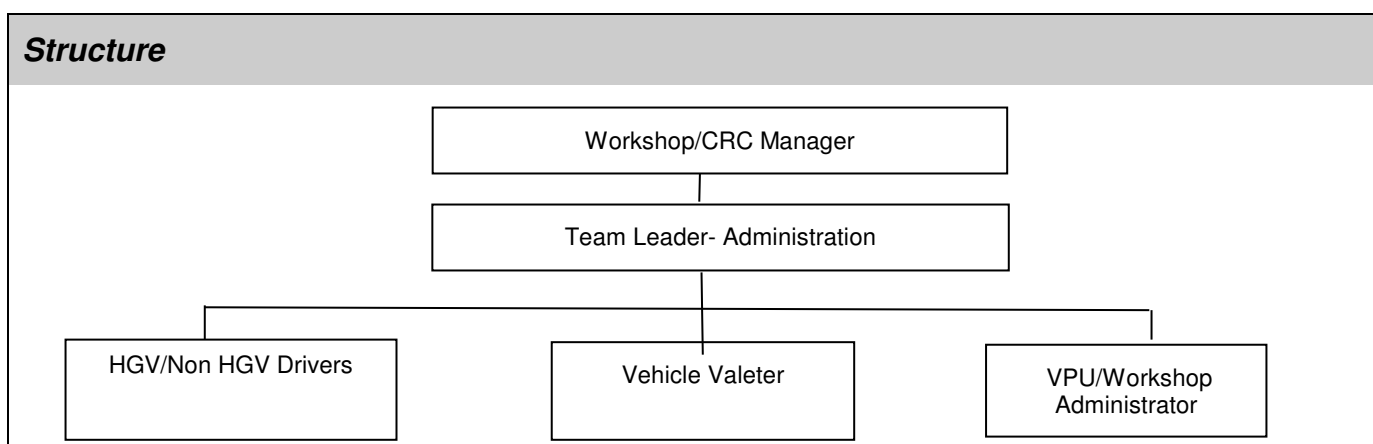
Overall purpose of role	To supervise and co-ordinate the Workshop Administration section, ensuring a smooth throughput of workload for both the Workshop, Collision Repair Centre and Vehicle Preparation Unit whilst ensuring planned and non-planned workload is carried out in accordance with policy and service guidelines.
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Key outputs for role;
<ol style="list-style-type: none">1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes2. Proactively manage the performance, attendance and wellbeing of police officers and police staff against the required standards to ensure they are dealt with and supported in accordance with the correct policies and procedures3. Analyse the service requirements of new vehicles; preparing, testing and implementing of service structures that meet the policy guidelines of the department. Where required, apply vehicle service schedules to new and existing fleet vehicles. Consult with regional partners to determine where common requirements exist and can be shared.4. Supervise and develop the Administrative and Driving functions, developing staff along PDR guidelines and developing systems and processes to support the effective throughput of workload.5. Working alongside other departmental supervisors, be aware of the availability of resources and create schedules of vehicles due for service that match this; whilst being mindful of the service level agreement. Where required, pre-advise Parts Department on work booked to facilitate advance parts planning.6. Manage various diary systems for internal and external customers e.g. NCS, HMP, ensuring minimum conflict with scheduled workloads whilst maintaining an efficient and effective service.7. Deal with all levels of customer regarding vehicle repair and maintenance issues, including receiving and evaluating enquiries in person, by telephone or email and providing advice or instigating action as necessary. Investigate issues of service delivery that cannot be resolved by the administration team, providing answers and resolution to the customer.8. Manage car park facilities; Supervise, assign and co-ordinate the daily work schedule of drivers engaged in the collection and delivery of vehicles for maintenance and repair. Management of the pool car fleet ensuring appropriate allocation of vehicles to meet the Force requirements whilst considering the composition of the fleet and suitability. Manage various diary appointments for additional work commitment9. Use the Fleet Management System (FMS) to maintain, co-ordinate and monitor worksheets, Oversee the authorisation and completeness of orders, ensuring payment of invoices of claims made by and against the force are administered effectively. Maintain a robust admin process for the service and repair of workshop equipment.10. Manage the service and repair admin function for regional and externally funded vehicles to ensure compliance and best value. Provide expert guidance to other regional admins teams when requested.11. Supervise the car valeting service, ensuring Police vehicles are clean and fit for purpose.12. Oversee the CRC Collision co-ordinator ensuring that accurate accident records are kept and managed.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none"> Supervision of 6 x Vehicle Drivers, 3 x Workshop Administrators, 1 x CRC Co-ordinator & 1 x Car Valet. Provide a suite of management reports. Provide administration and monitoring of the throughput of approximately 20-40 customer vehicles per day from start to completion. Assist with over 2,600 workshop visits for service, over 5,500 repairs and 1,400 collision repair incidents per year. Receive and Liaise with 30 to 35 telephone calls per day on customer requirement handling/satisfaction. Handle 15 to 20 customer counter enquiries per day. Maintain 1,200 maintenance schedules per year. Translate information from job cards to customers for provision of estimates etc and explain repairs carried out.
Work/Business contacts
Internal: Workshop/CRC/VPU Manager's, Team Leaders, Technicians, Stores Personnel, Police Staff (All Levels), Police Officers (All Levels) External: External repairers/dealers, external customers, other law enforcement agencies, vehicle recovery agents.

Expertise in Role Required (At selection – Level 1)	Essential or Desirable
<ul style="list-style-type: none"> Experience of working in a service reception or similar customer focused environment. 	Essential
<ul style="list-style-type: none"> C.L.A.I.T. (Computer Literacy and Information Technology), E.C.D.L (European Computer Driving Licence) or equivalent or significant demonstrable experience. 	Essential
<ul style="list-style-type: none"> Sound knowledge of motor vehicles. 	Essential
<ul style="list-style-type: none"> Previous experience of managing or supervising others. 	Essential
Other (Physical, mobility, local conditions)	
<ul style="list-style-type: none"> Has a full and current UK/European driving licence. 	Desirable
<ul style="list-style-type: none"> Ability and willingness to travel for business purposes. 	Desirable

Expertise in Role – After initial development – Level 2
<ul style="list-style-type: none"> The basic knowledge and operational skills for the Fleet Management System, CARM & ELVIS. Can demonstrate basic understanding of the Force GRID system. Is secure in the use of Force radio systems (Airwave). Has developed an extensive internal and external contact file. Can demonstrate progress in collaborative efforts across the region.



PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Is recognised and used as being an expert in the role and can deal effectively with all queries/requests.
- Suggest, demonstrate and implement improvements to current working practices and service levels.
- Is recognised as an expert user of the Fleet Management System.
- Has a good depth of knowledge in use of other Force systems; GRID, CORVUS etc.
- Has demonstrated a commitment to personal development, active within PDR and can demonstrate a history of attending courses (both technical and non-technical).

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access to Police Buildings where based
Vetting Level	Recruitment vetting
Date accepted as a role profile	19/9/17