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| Role Title | Transport Administration Manager | Reporting to | Workshop Manager |
| Section | Transport | District/Department | Transport Directorate |
| Tenure | | Rank/Grade | Scale 6 |

Part A – JOB DESCRIPTION

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| Overall purpose of role | To manage 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;

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 processes
2. 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 procedures
3. 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. To manage, supervise and monitor the department in terms of Recruitment, Training, Development, workload, conducting team briefings and PDR/IAM's ensuring staff are able to perform their role efficiently and effectively.
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 commitment
9. 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)

- Manage 6 x Vehicle Drivers, 3 x Workshop Administrators, 1 x CRC Co-ordinator & 1 x Car Valet.

- Provide a suite of management reports.
- Manage the administration and monitoring of the throughput of approximately 20-40 customer vehicles per day from start to completion.
- Co-ordinate and plan over 2,600 workshop visits for service, over 5,500 repairs and 1,400 collision repair incidents per year.
- Handle 15 to 20 customer counter enquiries per day.
- Manage and schedule the maintenance of 1,200 fleet vehicles per year.
- Translate information from job cards to customers for provision of estimates etc and explain repairs carried out.
- Prepare, present and attend weekly strategy meetings

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

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| ▪ Experience of working in a service reception or similar customer focused environment. | Essential |
| • Previous experience of using computer packages to produce reports using management information | Essential |
| ▪ Sound knowledge of motor vehicles and repair methods | Essential |
| ▪ Previous experience of managing or supervising others. | Essential |
| ▪ Good standard of written and oral communication skills | Essential |
| ▪ Can demonstrate good numeracy and literacy skills | Essential |
| ▪ Can demonstrate good organisational skills incorporating attention to detail | Essential |
| ▪ Presentation Skills | Essential |

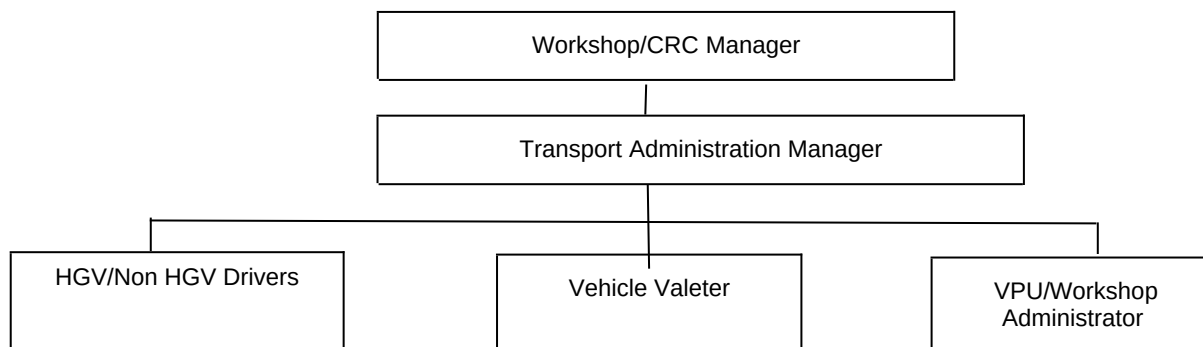
Other (Physical, mobility, local conditions)

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| • Has a full and current UK/European driving licence. | Desirable |
| • Ability and willingness to travel for business purposes. | Desirable |

Expertise in Role – After initial development – Level 2

- 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.

Structure



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).
- Has successfully completed the Recruitment and Selection course and is able to effectively carry out the process to replace staff.

PART D - ACCESS & VETTING

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| Standard IT Access | Default |
| Police Building (Perimeter and Zone access) | Perimeter Access to Police Buildings where based |
| Vetting Level | Management vetting |
| Date accepted as a role profile | 12 th September 2022 |