



## JOB DESCRIPTION

<b>Job Title</b>	Service Manager - Fleet Management	
<b>Directorate</b>	Community, Place and Economy	
<b>Reporting to</b>	Head of Transportation	
<b>Grade</b>	6	
<b>Evaluation ref:</b>	LGR0044	<b>Job Family ref:</b>
<b>Role Purpose</b>		
<p>To act as lead officer for the strategic and day-to-day asset management of all Council vehicles and the management of corporate fleet operating procedures, general road risk and driving at work policy and procedure.</p> <p>Responsible for compliance with all regulatory matters across the whole council, develop, maintain and monitor all service areas operating Council vehicles and the management of the drivers within those service areas.</p> <p>Responsible for managing contracted services, ensuring good value for money service levels including vehicle utilisation. Work with stakeholders to achieve best results in these areas.</p> <p>Lead a complex service with competing demands from multiple service areas. Respond to those demands and be able to prioritise those competing demands in partnership with other service managers.</p> <p>Develop strategic policies and training which may span across different directorates within Somerset Council as well as key stakeholders to achieve desired outcomes.</p> <p>Working across the multiple service areas to achieve excellent customer, staff and partner relationships, while working to achieve carbon neutrality.</p>		
<b>Accountabilities</b>		
<b>Accountability</b>		
<p>Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.</p> <p>Update and advise Elected Members in respect of operational and policy issues in relation to the Climate and Place Services teams.</p> <p>Lead with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.</p> <p>Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.</p>		

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Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.

Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.

### **Corporate responsibilities**

Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Climate and Place service teams.

Ensure that all service place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customer, and communities.

Support the delivery of the Council's key strategic aims and objectives ensuring understanding and commitment from staff from across the Climate and Place service.

Keep abreast of specific statutory or regulatory duties contained within the role to ensure any challenges and opportunities in the delivery of services are responsive, compliant, and well communicated to customers, communities, and business as appropriate.

Support Corporate and Directorate specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.

Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.

Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.

Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

### **Service Delivery**

Lead the Fleet management team and represent the service area on the Senior Management Team.

Act as the lead business partner for operational services for advice, guidance, procurement and assignment of vehicles, maintenance, repairs and serving, vehicle intelligence and auditing with regards to service, vehicle, and driver safety & compliance measures.



## **JOB DESCRIPTION**

### **Service Development**

Lead, develop, implement and manage Fleet services in line with legislative guidance of the Traffic Commissioners Operator Licence requirements and Somerset Council policies and processes.

Develop strategic policies which may span across different directorates within Somerset Council as well as key stakeholders to achieve desired outcomes, safety critical operations and compliance.

### **Statutory Responsibilities**

Ensure that statutory requirements relating to operational transport services are always met including maintaining an awareness of regulatory changes and implementing revised working practices as necessary.

Act as statutory named O-License Holder (Transport Manager).

Responsible for compliance on all regulatory matters within the service. Develop, maintain and monitor those services areas operating vehicles to maintain services.

### **Health & Safety Including Risk Management**

Ensure that appropriate risk management processes are in place to ensure client and staff safety.

Ensure that driver infringements are investigated appropriately and reported to both internal services (i.e., H&S) as well as the Traffic Commissioners Office.

Ensure that a record of training, driver records, annual inspection, compliance audits (internal & external) and vehicle management records are in place and administered / managed appropriately.

Ensure that all vehicles are safe and legal for use for Council service operations.

### **Planning & Organising**

Ensure that appropriate maintenance schedules, safety inspections, MOTs, and inspection regimes are in place for the Councils fleet.

Responsible for programs of acquisition, assignment, utilisation, maintenance, repair, replacement, and disposal of fleet vehicles.

Ensure that training and awareness information and sessions are provided corporately for managers with driver responsibilities for their service and that they are aware of any new policies and procedures related to fleet management.

### **Performance Management**

Monitor service and fleet performance against KPIs and report to internal Transport Board identifying opportunities for improved service provision of efficiency.



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Ensure that fleet utilisation is maximised through telematics and digital systems to drive down costs, improve efficiencies across the council, and achieve decarbonisation objectives.

### **Team Management**

Ensure a performance related approach to service delivery through appropriate work plans, appraisals, staff supervision, audits, and development.

Provide inspirational leadership to motivate workforce, influence service leads, and empower staff to make effective change across the organisation.

### **Strategic Management**

Be the responsible owner of the Fleet Management and Decarbonisation Strategy, ensuring that plans are in place for the transition to green fuels; that utilisation analysis is in place and effective procurement models are followed and through utilisation data systems planned for in the future appropriate operations, reduction and replacement of the fleet.

### **Knowledge / Experience / Skills**

	Essential	Desirable
<b>Knowledge</b>		
Understanding of the complexity and diversity of the organisation's change agenda	X	
In-depth knowledge of operator, vehicle and driver licensing requirements relating to Heavy Good Vehicles (HGV) and light commercial and other specialist vehicles.	X	
Detailed knowledge of vehicle maintenance requirements and vehicle workshop operations	X	
Detailed knowledge of staff rostering.	X	
Detailed knowledge of vehicle scheduling and utilisation.	X	
Detailed knowledge of vehicle specifications across all vehicle types and regulatory requirements	X	
Knowledge of procurement rules and process and of vehicles and vehicle related services and equipment.	X	
Detailed knowledge and understanding of HR policies relating to the management of people in the workplace.	X	
Knowledge and understanding of financial accounting methods.	X	



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Detailed knowledge of road risk management.	X	
Detailed knowledge of workplace health and safety in a transport environment.	X	
Significant knowledge of induction, training, and recruitment practices for transport staff.	X	
Detailed knowledge of organisational, fleet operations and maintenance, vehicle and driver compliance and auditing.	X	
Knowledge of fleet ICT systems and telematics hardware.	X	
<b>Experience</b>		
Experience of delivering large, complex, high value projects.	X	
Experience in leading and managing the engagement of partners within complex developments.	X	
Significant experience operating at a senior level in a transport service or related environment.	X	
Significant experience of fleet management including the operation, maintenance and licensing of light commercial, goods and passenger vehicles.	X	
Experience of procuring vehicles including large specialist vehicles (i.e. Sweepers), fleet maintenance workshops plant, and light goods vehicles.	X	
Experience in drafting complex vehicle specifications.	X	
Experience of contract management.	X	
Experience of successful implementation of organisational change.	X	
Proven experience in successfully managing costs and income in a dynamic commercial environment.	X	
Experience of leading the implementation of complex strategic projects relating to vehicle fleets	X	
<b>Qualifications / Registrations / Certifications</b>		
A professional qualification e.g., Certificate of Professional Competence (CPC) or Chartered Institute of Logistics and	X	



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Transport (CILT) Certificate / Diploma or equivalent (or demonstrable equivalent experience).		
Must have an IOSH/NEBOSH.	X	
Must have a LGV CPC.	X	
Educated to degree level or equivalent experience.	X	
Managerial qualification or equivalent relevant experience.	X	
PSV CPC		X
<b>Skills</b>		
Leadership skills for a large remote workforce and complex project groups to achieve performance and strategic objectives.	X	
Scans, anticipates and plans preventative actions for crosscutting complex problems at a strategic level.	X	
Ability to identify areas for improvement and set performance goals at an operational level or fleet level.	X	
Ability to write fleet industry and service specific strategies, policies, and procedures for the council and its service operational areas.	X	
Excellent communication and interpersonal skills with high levels of specialist advisory, influence, persuasion, and negotiation skills.	X	
Co-ordinates, monitors and reviews the use of financial resources.	X	
Maintains and develops an environment and culture that improves health and safety.	X	
Makes decisions that may involve difficult choices or considered risks based on relevant information.	X	
Ability to manage finances and associated systems, producing detailed financial.	X	



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Information.		
Ability to work to specified deadlines.	X	
Professional Qualifications/Training.	X	
<b>Working Conditions</b>		
Some out of hours working will be required to deal with specific issues and emergencies.		
<b>Dimensions of the role</b>		
<ul style="list-style-type: none"><li>• To lead the development and realisation of fleet and workshop transformation across Somerset. Directly line manages 4 senior operational managers for a service that has 34 FTE.</li><li>• Manage the Services Revenue Budget of a £? budget and oversee both pay and non-pay expenditure for Fleet Management Services.</li><li>• Responsible for an annual operating budget of approximately £8m.</li><li>• Planning will be split between the weeks and months ahead whilst considering the development of service policies over a longer period.</li></ul>		
<b>Working Arrangements</b>		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
<b>Corporate Accountabilities</b>		
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Date: