

## Job description and person specification



Job Title:	Fleet Manager
Level:	Team Member
Spot salary:	£38,912
Team:	Programmes, Regulation and Insight
Reporting line:	Procurement and Contract Manager
Financial scope:	None
DBS check required:	No

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### What is the purpose of my job?

As Fleet Manager I will be responsible for the operational management, delivery and performance of Phoenix's fleet of vehicles, with a focus on vehicle and driver safety, sustainability and value for money.

### In my job I will:

Ensure that the vehicle fleet operates effectively, safely and ensure that targets linked to the reduction of vehicle damage and minimising 'fault' insurance claims are kept to a minimum.

Work with service providers to ensure that the vehicle fleet contract delivers operational and financial value.

Work with colleagues to provide performance information to demonstrate the effective and safe use of the vehicle fleet.

Lead quarterly van stock audits, ensuring suppliers have all the correct details in regards to vehicle registrations, employee numbers, and stock profiles for each operative.

Ensure that vehicle fleet information is held as digital records and be responsible for the continuous updating of this information.

Ensure that there are robust processes in place to check all driving licences every 6 months and for all new starters.

Undertake regular assurance checks including quarterly reconciliations of fleet cards, telematics data and fuel invoices reporting exceptions or concerns to the Director of Finance & Resources.

Manage the fleet in line with value for money principles, being proactive in our management of the fleet, minimising hire requirements but ensuring operational availability.

Develop a robust fuel card procedure and work with colleagues to ensure adherence to its principles, highlighting promptly any concerns to the Procurement Manager and Director of Finance & Resources.

Work closely with colleagues, departments, appropriate stakeholders, focus groups and contractors to implement and deliver organisational targets and goals.

Work closely with managers and colleagues across the organisation to resolve any day-to-day issues concerning the vehicle fleet.

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Ensure all fleet vehicles are correctly licenced, taxed, insured and serviced to manufacturers' guidelines and that any vehicles over three years old have a current MOT certificate.

Monitor all fleet costs, within budget, to produce an annual operating cost report.

Provide operational support outside of normal working hours which may involve the fielding of calls from both internal and external stakeholders, providing technical support, allocation and management of suitable resources whilst taking ownership and responsibility to bring issues to a satisfactory conclusion.

Arrange replacement vehicles as required to ensure service continuity.

Be the first point of contact for reporting of accidents, damage to vehicles and road traffic collisions.

Conduct investigations into root causes of accidents and incidents as required. Record all repair costs to vehicles involved in accidents and ensure these costs are accurately inspected in the claim's history held by the Fleet Insurer.

Conduct monthly inspections of vehicles to monitor damage and condition and record all damage found.

Implement and monitor adherence to all policies, procedures and risk assessments within the Fleet.

Be committed to the delivery of a professional and effective service, collaboratively working with colleagues across the organisation, and contributing to the successful delivery of the corporate plan.

Proactively make a positive contribution to the residents and the wider community with a commitment to a One Phoenix approach.

Focus on providing services that meet the needs of residents.

Always positively promote the organisation, its aspirations and values.

Role model professional behaviours, influence and develop working relationships with colleagues to identify and implement service improvements.

Take ownership and personal responsibility to deliver on performance targets ensuring positive outcomes, and adopting a collaborative approach within my team and across the organisation.

Commit to appropriate training and ongoing development such as is required for my role.

Be familiar with and act at all times in compliance with Phoenix's values, policies, and procedures, and work within agreed budgets and financial controls.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

At all times behave professionally and in accordance with the Phoenix Code of Conduct.

### **My health and safety obligations**

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with health and safety representatives to minimise any potential risks.

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### **My safeguarding obligations**

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria	
	Essential	Desirable
<b>Experience, Knowledge, Understanding</b>	<p>A focused collaborative approach to working within a team and a wider community.</p> <p>A positive approach to excellent customer service, care delivery and a commitment to quality.</p> <p>Experience of fleet management.</p> <p>Some experience in construction management or other contract services at management level</p> <p>Experience of reporting to/working with operational management teams.</p> <p>The successful planning, management and control of budgets and targets.</p>	<p>Experience and knowledge of working in the social housing sector.</p> <p>An understanding of matters relating to social housing.</p> <p>Knowledge of driver safety and the law</p>
<b>Education and Qualifications</b>	<p>NEBOSH qualification or prepared to study towards within 12 months</p> <p>Full driving licence</p> <p>GCSE English and Maths (or equivalent)</p>	
<b>Skills</b>	<p>Ability to use group wide IT systems</p> <p>Numerical skills</p> <p>Practical construction knowledge.</p> <p>Excellent customer care skills, and commitment to quality with good finishing skills.</p> <p>Good communication and interpersonal ability.</p> <p>Capable and informed negotiaton.</p> <p>Excellent administrative and organisational skill</p>	<p>Able to track and analyse vehicle use.</p>
<b>Equality and Diversity</b>	<p>Demonstrate commitment to equality of opportunity in employment and service provision.</p>	
<b>Phoenix Strengths</b>	<p>Demonstrate commitment to the Phoenix Values:</p> <ol style="list-style-type: none"> <li>1. Community</li> <li>2. Customer</li> <li>3. Consideration</li> <li>4. Collaboration</li> </ol>	

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\*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
<b>Relating (Community)</b>	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
<b>Teaming (Community)</b>	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
<b>Serving (Customer)</b>	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
<b>Doing (Customer)</b>	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
<b>Leading (Consideration)</b>	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
<b>Flexible (Consideration)</b>	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
<b>Sharing (Collaboration)</b>	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
<b>Celebrating (Collaboration)</b>	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

<b>Make it Better</b>	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
<b>Solution Finder</b>	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.