

Role Profile

Role:	Assistant Fleet Manager
Directorate:	Facilities Management
Salary Band:	8
Post reference:	FM30
Job Evaluation Date:	01.04.2020
Role statement of purpose:	The management of TfGM's transport fleet, to ensure all vehicles are maintained to highest standards and operated to comply with all legal regulations.
Reports to:	Fleet Compliance Manager (FCM)

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Management of TFGM's Fleet	<ul style="list-style-type: none"> • Manage all aspects of the maintenance, commissioning, decommissioning and disposal of the vehicle fleet. • Prepare the annual maintenance programme and ensure that all maintenance and servicing schedules are adhered to. • To ensure all vehicle assets are operated and maintained in accordance with legal and contractual obligations. • Ensure compliance with TfGM's Fleet Management Strategy, policy and procedures, ensuring the safe and appropriate operation of vehicles. • Manage TfGM's road transport fleet budget in line with agreed levels of expenditure and ensure effective cost controls are robustly managed in terms of Vehicle Maintenance including spares spend, identifying trends • Manage supplier accounts to ensure goods or services invoicing and payment is accurate and in line with agreed contracting terms. • Manage the delivery of asset refurbishment programs within defined timescales to meet operational requirements. • Provide technical advice to internal stakeholders on matters relating to fleet activities, challenges or

		<p>solutions.</p> <ul style="list-style-type: none"> • Produce management information including data analysis regarding preventative vehicle maintenance and improving vehicle compliance and availability
2.	Agreed and implemented operational plan for procurement of vehicles delivered within available resources	<ul style="list-style-type: none"> • Provide technical advice and guidance in the procurement of vehicles and associated equipment. • Present written and visual technical reports using as required • Manage the hiring, leasing and purchasing of vehicles. • Produce vehicle specifications and provide input into revisions to Conditions of Contract.
3.	Maintained asset and lease register for all TfGM owned and procured vehicles.	<ul style="list-style-type: none"> • Maintain the fleet register and manage the programme of routine inspections (via 3rd parties) of vehicles regarding their condition, suitability for the intended purpose and any other related matters. • Undertake periodic visits to internal operational and external stakeholder sites with varying conditions and safety requirements to ensure compliance with TfGM requirements, inspect fleet condition and facilitate asset transfers. • Conduct analysis and interpretation of data with regards to asset use and reliability by using it to improve maintenance. • Manage the analysis of key KPIs, establishing root cause and identifying trends and working with the vehicle maintenance service providers to implement any measures to reduce the nature and number of breakdowns
4.	Maintained Health and Safety Standards and Operator Licensing Regulations	<ul style="list-style-type: none"> • Provide technical expertise in relation to Operator Licensing Regulations to ensure internal and external stakeholders are kept informed with regards to compliance with legal obligations. • Plan and manage independent operator compliance and asset condition audits in line with Operator Licensing Regulations and industry best practice. • Undertake in-depth analysis and interpretation of complex data with regards to audit outcomes and produce reports to internal stakeholders. • Develop and facilitate performance improvement plans in conjunction with bus operators and contractors based on audit outcomes to ensure compliance. • In conjunction with TfGM's Safety and Compliance Manager, ensure that all risk assessments and SSoW

		<p>are continually updated and implemented.</p> <ul style="list-style-type: none"> • Maintain all necessary systems and procedures to ensure the highest standards of safety are maintained and that all statutory requirements are met.
5.	Technical advice associated with fleet management.	<ul style="list-style-type: none"> • Provide technical expertise through interpreting data, industry policies and best practice to support matters relating to vehicle procurement, operation and maintenance. • Produce and present written and visual information to a variety of audience's relation to transport and fleet activities. • Provide transport solutions to meet TfGM's requirements. • Resolve and take responsibility for technical queries. • Attend client meetings and liaise in matters concerning fleet management, providing timely feedback to stakeholder's queries/requests as required. • Provide input into subsidised resource tender decision making by ensuring tenderer suitability based on operator licensing data and presenting reports from operator compliance audits. • Work collaboratively with bus operators to assist in achieving industry best practice with regards to Operator Licensing Regulations. • Input into the development of the Asset Management System for Fleet Management that meets the optimal management of the asset
6.	Robust performance monitoring arrangements.	<ul style="list-style-type: none"> • Ensure that all financial/performance KPIs, legislative /procedural and contractual commitments are met. • Manage and monitor performance targets for contractors, resolve any problems and monitor working activity. • Support the Facilities Compliance and Performance Officer in monitoring performance against business objectives and KPI's • Provide demonstrable management information to evidence improvements in efficiency, ensuring optimum vehicle availability and compliance is achieved. • Compile monthly reports and statistical information for functional boards/management meetings • Benchmark KPIs against similar organisations.

<p>7.</p>	<p>Successfully manages contracts and develops relationships with external and internal stakeholders</p>	<ul style="list-style-type: none"> • Work collaboratively with internal and external stakeholders at a senior and operational level to ensure TfGM meets its legal and contractual responsibilities and obligations • Implement effective and timely dialogue with Bus Services to share 2-way information on operator performance and issues relating to fleet management. • Meet new operators, making them fully aware of TfGM procedures and policies in respect of fleet management. • Establish effective working relationships with operators, identifying areas for improvement. • Ensure operators and contractors fulfil their contractual obligations by monitoring, reviewing and challenging performance issues that arise in respect of fleet management. • Ensure TfGM delivers on contractual obligations by making on-time payments and resolving issues or disputes fairly. • Provide input into contract changes as required. • Conduct regular formal off-site performance meetings with bus operators and contractors to ensure their contractual obligations are met, and positive working relationships are maintained. • Formally track contractor and operator performance through defined KPIs, identify areas of improvement, agree corrective actions and work with stakeholders to drive continuous improvement. • Work closely with the relevant TfGM's Project managers to provide technical support in the delivery of Projects. • Visit sites regardless of weather conditions to undertake site inspections and address urgent technical matters.
<p>8.</p>	<p>Fleet Management activities support TfGM's Environmental policy.</p>	<ul style="list-style-type: none"> • Ensure carbon emissions for TfGM's fleet reduce in line with agreed targets by monitoring fleet performance and implementing improvement plans. • Reduce un-necessary fuel usage through analysing fleet utilisation and identifying efficiency measures. • Increase the uptake of zero/low emission vehicles through researching vehicle technologies and providing input into the fleet renewal plans.

	Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • Health and safety in line with the Health and Safety Act (1974). GMPTE Safety Management System Section 3.4 Departmental Manager responsibilities (Please read the Safety Management System Roles, Responsibilities & Accountabilities) • H&S Bus Operator contractual management • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management and • TfGM policies and procedures • Equality and diversity legislation • Vehicle legislation incl. DDA, Construction and Use, VOSA and PSVAR

Key Interdependencies

Key Contacts	Head of Facilities Management Head of Bus Services Safety and Compliance Function Procurement Function Legal Function
Direct reports	Fleet Services Officer
Budgetary responsibility	Responsibility for the management of the budget for the function within agreed parameters.
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Updated	Updated	Updated	Updated	Updated
Prepared by					
David Ives 10.01.2020					
HR Verification					
Cathryn McGarvey 03.04.2020					



Person Specification

Assistant Fleet Manager <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Demonstrable experience in a fleet management with knowledge of current vehicle legislation incl. DDA, Construction and Use, VOSA and PSVAR.
E2	Experience of working with stakeholders for example; partnerships, Local Authorities, Bus Operators, Health Authorities, Community Transport Organisations and consultants.
E3	Experience in preparing and monitoring annual maintenance programmes/schedules.
E4	A motivated attitude with effective communication skills, able to persuade and influence others.
E5	Ability to prepare clear, concise and well-structured reports for a variety of Audiences, including the ability to analyse and interpret complex data.
E6	Experience in monitoring performance against business objectives and KPI's and the ability to provide statistical information
E7	Experience of financial control and budgetary procedures, ensuring that value for money is obtained.
E8	Experience in vehicle inspection.
D	Desirable experience:
D1	Management experience within a transport operation/organisation
D2	Experience in hybrid and or electric vehicle technology
D3	Understanding of bus operations/industry
D4	Experience in the operation and maintenance of IT based fleet management systems.
D5	Experience in PCV or HGV vehicle inspection.
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to at least NVQ 3, Diploma or equivalent
EQ2	Full UK Driving license
DQ	Desirable Qualifications – Technical, Vocational or educational
DQ1	HND, a higher degree or professional qualification in an appropriate discipline.
DQ2	CPC licence holder
DQ3	PCV Driving license
EA	Essential Attributes:
EA1	Ability to meet deadlines; work on several activities; and monitor performance
EA2	A clear understanding of the work programme and the contribution expected of you and your colleagues
EA3	A commitment to deliver the agreed work plan to the timescales and standards required
EA4	An understanding of the processes in place to deliver streams of work
EA5	An approach of 'no surprises please' - keeping your manager and others informed of the potential for significant change to the work plan - unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors.
EA6	A customer focused approach - an understanding of, and appropriate response to, the expectations of TfGM and external customers the role holder must work with.
EA7	Personal behaviour that is in line with the TfGM statement of values and behaviours
EA8	An ability to work effectively with colleagues whose work will be impacted by your

	activities, and of those where you will be affected - managing the interdependencies
EA9	A commitment to manage and review your work on a regular basis.
EA10	An ability to work without close supervision
EA11	Pride in consistently delivering work to required standards and deadlines
EA12	Able to make positive contribution to work teams
EA13	Excellent interpersonal skills with proven ability to build and manage relationships across a wide stakeholder group.
EA14	Punctual and attentive
EA15	Competent in adhering to TfGM policies, procedures and working practices
EA16	Prepared to assist others to manage fluctuations in workload.
DA	Desirable Attributes:
DA1	Able to make positive contribution to work teams.
DA2	Punctual and attentive.
DA3	Competent in adhering to TfGM's policies, procedures and working practices.
DA4	Prepared to assist others to manage fluctuations in workload.