

## **Job Profile**

**Job Title:** Fleet Compliance and Administration Officer

**Job Grade:** Level 3 Zone 1

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

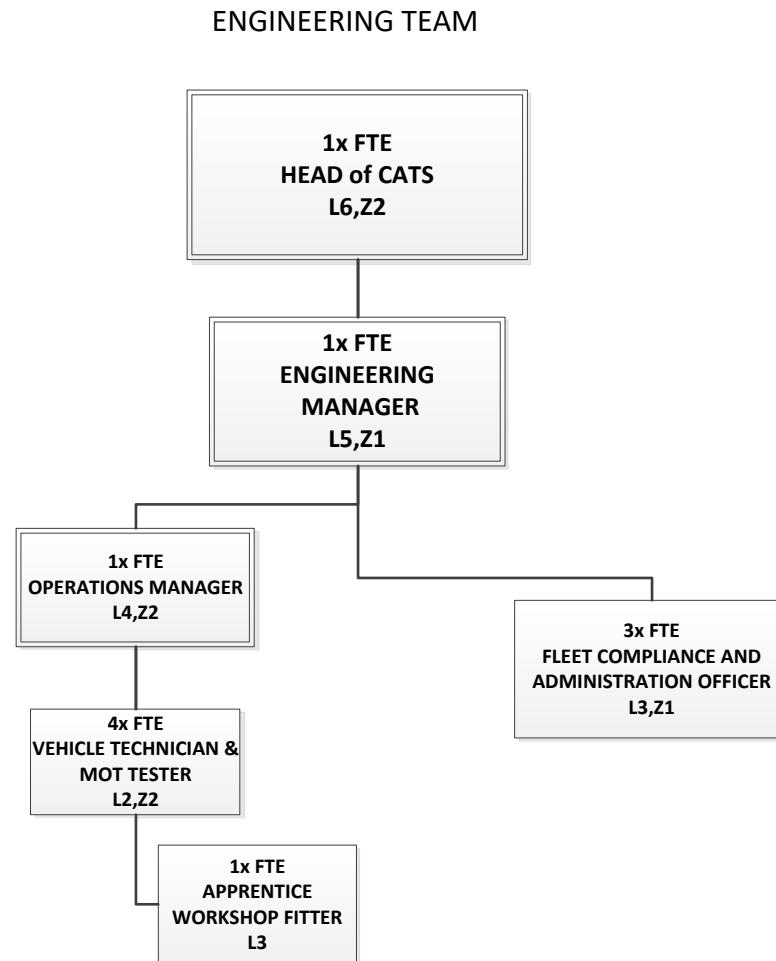
The role of the Fleet Compliance Officer is based within the Engineering Team which is Camden's in-house transport service known as Camden Accessible Travel Solutions (CATS). CATS is based within York Way Depot, in King's Cross, London. CATS is based within York Way Depot, in King's Cross, London and sits within the Environment and Sustainability Directorate under Supporting Communities.

The service is responsible for a wide range of transport related services including the provision of accessible buses for children and adults, taxi bookings, fleet maintenance, an MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

The Engineering Team are responsible for the Council's fleet of vehicles, ensuring compliance is maintained through vehicle inspections and scheduled maintenance tasks. The team also incorporates a workshop and MOT Station and has accountability for the safe operation both within the depot and equipment based within the depot.

The post holder will report to the Engineering Manager.

Please see the structure chart below:



### **About the role**

The Fleet Compliance Officer role will form a team of officers operating within the Engineering Team within CATS. The primary function of the role will involve the scheduling of services, repairs, and MOTs for the Council's fleet of vehicle, the processing of payments including invoices and purchase orders, stock control responsibilities for the workshop and stores and providing a front-of-house service for drivers, members of the public and other key stakeholders visiting the depot.

## **Example outcomes or objectives that this role will deliver**

### **Finance**

- Setting up of new suppliers, processing of invoices and purchase orders, journaling. Resolving any payment queries.
- Ensuring fuel, services, hire costs, repairs are recharged back to relevant teams both within CATS and the wider Council.
- Providing monthly reports on usage across a range of vehicle related charges such as fuel, PCNs, Congestion Charge, Toll Charges, Accidents, Repairs – ensuring these are correctly costed against the appropriate cost centre.

### **Compliance**

- Processing of scheduled renewals, such as licences, insurance, MOT, Tax for both internal and external users.
- To assist in the fleet commissioning and decommissioning programme and in the preparation of fleet technical inventories. To conduct physical inventory checks as required and ensure systems are updated, e.g. Truckfile.
- To provide fleet management operational data as required using IT systems as appropriate. Ensure fleet records and vehicle lists are maintained and updated. To provide data in the monitoring of vehicle costs, performance, and emission standards inclusive of key performance indicators using IT systems as necessary, working closely with the Data Analyst.
- To schedule driving assessments/training for all Council drivers and other clients using external suppliers if necessary working in conjunction with the Accident Prevention officer.
- Manage scheduled vehicle maintenance programme so that vehicle delivery and turnaround time is in accordance with the contract specification.
- Liaise with service providers regarding work arising and defective vehicles. Assess and agree work content. Assess vehicle/plant condition to determine misuse or abuse by driver/operator. Report to clients extent and costs of any misuse/abuse by appropriate means and to arrange a financial recovery plan.
- Maintaining of Driver compliance documents for all drivers ensuring licences are verified via Licence Link and to arrange regular checks for eyesight and fitness statement, fuel policy and User Agreement.
- Scheduling of calibration of tools and equipment with external suppliers.
- To maintain control of the stock on hand and to ensure accurate records by overseeing the correct receipt, storage, distribution, and reconciliation of products based on the needs of the service.
- To run regular stock enquiry reports. Resolve stock issues to reduce and prevent stock loss by ensuring stock management is carried out in line with Service policy and procedure.
- To ensure stock records are correct and match the physical holding on site and to respond quickly to problems and discrepancies identified.

### **Customer Service**

- Manage the MOT bookings system for external clients and in-house MOTS
- Process payments face-to-face for MOT bookings or via phone/online booking system.
- To assist with reception duties, to include receiving vehicles, telephone calls and liaising with all levels of staff, customers, sub – contractors, and hire companies as required.
- To arrange for accident damage repairs including organising estimates, liaison with Insurers and commissioning repairs using contractors as appropriate.

## **About you**

### ***Technical Knowledge***

- Knowledge of legislation in relation to Vehicle Compliance and Driver Requirements
- Knowledge of financial processes in relation to purchasing and recharges.
- Understanding of vehicle related defects and knowledge of vehicle parts and vehicle types.
- Competent in the use of Microsoft Programmes such as Word, Excel, Teams, Outlook and IT Equipment and Applications.

### ***Experience:***

- Experience of budget monitoring, ensuring processes are in place for the preparation and reconciliation of purchase orders, invoices other accounting procedures.
- Experience of working at pace and with high volumes of activity to process on a daily basis, working to distinct timeframes within a pressurised operational environment.
- Experience of working within a customer focused environment and responding to changing priorities as the service demands.
- Experience of vehicle compliance software and system requirements.
- Experience of responding to and managing complaints/investigations, FOIs and SARS.

***An Enhanced DBS will be required for this role.***

### **Work Environment:**

- The post holder will be expected to work flexibly, as per the Council's agile working policy. The post holder will be based within the transport depot at York Way, King's Cross, with the role predominantly office based, which will include the booking and signposting of MOT customers.
- The post holder may be expected to attend meetings with key stakeholders within other premises or other council offices.
- The Council's normal working hours are between 7am to 10pm Monday to Friday and 8am to 5pm Saturday and Sunday. From time-to-time you may be asked to work hours that are additional to or different from the hours you usually work.
- The post holder will be provided a uniform appropriate for working within a transport depot and in accordance with Health and Safety protocols for ensuring staff safety at work.

### **People Management Responsibilities:**

- The post holder will not have any direct line management reports.
- The post holder will be asked to support with staff inductions in relation to the Transport Depot and completing any necessary checks for Drivers such as licences as well as providing training for the use of the fuel pump, jet wash or any other systems or plant which may be relevant.

**Relationships:**

The post holder will report directly to the Engineering Manager. The post holder will be expected to provide excellent customer service to residents and other key stakeholders within the Council. Key contacts are likely to include:

- CATS
- Camden Repairs Service
- Residents / Customers
- Contractors, Service Providers and Consultants
- Internal / External Audit
- Parking Services
- DVLA/DVSA

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,