

Job Profile

Job Title: Fleet Operations Manager

Job Grade: Level 4, Zone 2

Salary Range: £42,687 - £49,515

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.

Camden Accessible Travel Solutions (CATS) is the Council's in-house transport service. CATS sit within Housing Support Services and is part of the Supporting Communities Directorate within Camden Council.

CATS is based within York Way Depot, in King's Cross, London. 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, MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

The Engineering Team is responsible for the management of the Council's fleet of vehicles (circa 330), ensuring compliance is maintained through planned vehicle inspections and scheduled maintenance tasks. The Operations Manager will take a lead in managing the workshop, MOT Centre and scheduled works. The Operations Manager will also support the Engineering Manager with regards to Health and Safety inspections and compliance within the depot.

The Operations Manager will manage the day to day engineering resources within the workshop and Depot under their control to ensure the provision of enough vehicles at the required standard of serviceability, reliability and presentation to meet operational requirements in full. To achieve this in a safe, efficient and cost-effective manner; measured by the achievement of all applicable engineering KPIs.

About the role

- Responsible to his/her Engineering Manager for ensuring that enough serviceable vehicles are always available to meet operational requirements.
- Organise, allocate, control and monitor engineering and logistics activity at his/her garage(s) making use of company management systems such as Truckfile, where appropriate. This management responsibility covers the Council's normal working hours to optimise staff costs, utilisation and performance, and ensure the highest possible standards of maintenance, repair and reliability. This must be in keeping with the organisation's undertakings to VOSA and TfL and Traffic Commissioner.
- Exercise close financial control and ensure garage engineering outputs are achieved within budget and ensuring value for money when purchasing parts or equipment.

- Responsible for initial investigation of technical problems at local level, involving external Suppliers as appropriate. Where such issues have wider implications, the Operations Manager is always required to notify the Engineering Manager.
- To supervise a team of staff members within the workshop and office support function; instilling a culture of positive customer experience.
- To utilise technology as a means of managing vehicle compliance and expenditure per vehicle, based upon accuracy of inputted data.
- To actively participate in continual service improvement within CATS and as part of the Engineering Team.
- To manage the MOT service and to support the realisation of the agreed annual income target for the MOT service.
- To ensure that Driver checks and minibus / O Licence training requirements are managed in line with the relevant statutory guidelines, within the remit of the role and in conjunction with other managers.
- To support the Engineering Manager, when procuring vehicles, fuel or other services or equipment.
- To actively manage a system for maintenance, inspection and repair of vehicles and equipment, ensuring that all aspects of vehicle maintenance are maintained; including MOTs for both O Licence and non-O Licence vehicles.
- To support the Engineering Manager with regards to Health and Safety inspections and compliance.
- To assess and manage risk and to work within safeguarding policies and procedures.

Example outcomes or objectives that this role will deliver:

- The role will manage an effective system for planned vehicle and equipment inspections (including MOTs), ensuring that inspections are carried out within the agreed time parameters.
- The role will support Health and Safety compliance within the depot and undertake building inductions for new staff members.
- The role will provide evidence of regular supervision, training (on-going peer training), team meetings etc.
- The role will use satisfaction survey feedback from customers who utilise the MOT Centre, as evidence of placing the customer at the heart of service delivery.
- The role will support the Engineering Manager with regards to procurement exercises and monitor contract performance against the agreed standards.
- The role will be instrumental in achieving value for money when procuring parts or equipment from approved suppliers; evidencing stock control systems.
- The role will take responsibility for assigning vehicles and undertaking compliance checks for Drivers of the council's fleet of vehicles.
- The role will support the delivery of agreed annual income targets for fleet hire, the MOT Centre and any other income generation activity in relation to fleet

About you

Qualifications:

- Hold a Full UK Driving Licence, for at least 5 years.
- NVQ 3 or equivalent in relevant trade discipline.
- Level 3 Award in MOT Test Centre Management or be willing to work towards this qualification.

- Understanding of O Licence requirements, working towards International CPC qualification.
- NVQ2 in management or ability to work towards it.

Technical Knowledge:

- To ensure the Council complies with all Operators Licence requirements in the management of its Fleet and Passenger Services, inclusive of Vehicle Maintenance, MOT Bay and Transport Operations.

Experience:

- Managing a team of staff members, working to tight deadlines and guided by performance indicators.
- Managing a service(s) for members of the public and using feedback from customers to help shape the service.
- Experience of mandatory, legal paperwork associated with bus operations in the London environment.
- Effective liaison with suppliers and monitoring contracts against agreed measures.
- Using IT systems to collect performance and compliance data, to support staff management and improved service delivery.
- Complying with Health and Safety requirements and experience of inducting and teaching staff members how to comply.
- Providing technical and vehicle related advice, reports, analysis and information for the effective operation of the Council's fleet.

Work Environment:

- is based within the transport depot within York Way, King's Cross – more specifically within the workshop and MOT Centre.
- may be expected to attend meetings with key stakeholders within other premises or other council offices.
- will be expected to work flexibly, as per the Council's agile working policy include; Is the role office based, working from home, outdoors etc

People Management Responsibilities:

The post holder will provide professional expert, technical and management support to a team of Officers and Workshop staff members within the Engineering Team.

Specific people management tasks include the following:

- Supporting staff – regular supervisions and team meetings, co-ordinating training and effective communication flows.
- Managing ill health – undertaking Return to Work Interviews, managing ill health as per the Council's policy and procedure.
- Reducing Risk – managing staff inductions, undertaking risk assessments and processing Enhanced DBS checks.
- Managing Attendance – inputting absences onto Oracle, managing annual leave and other leave requests.
- Managing Performance – using performance indicators when setting annual performance expectations.

Relationships:

- Working with Customers – providing excellent customer service by the post holder and by Officers within the Fleet and Depot team.
- Working with Colleagues – working collaboratively with internal teams, such as Parking Services, the Repairs team, Procurement, Health & Safety.

- Working with External Partners – liaising with suppliers, the DVSA, training bodies, external contractors

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

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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). 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 or post to 5 Pancras Square, London, N1C 4AG