

Role Profile

Job Title:	Service Manager - Fleet
Location:	Oakleigh Depot
Department:	Transport - Street Scene Operations
Directorate:	Environment
Grade:	L
Salary Range:	
Reports to:	Head of Service

1. Job Purpose:

To take full operational responsibility ensuring successful delivery of compliant vehicle maintenance, fleet management, MOT station, and transport service functions, across the Council.

The postholder will have overall responsibility for the Operator Licence, MOT station, and day to day management of transport services functions, including responsibility for health, safety and wellbeing, associated budgets, vehicles, plant and equipment.

The postholder will play a key role in the improvement and development of plans and strategies to deliver and maintain an exemplary fleet management service.

Contribute to the development and implementation of Service and Corporate Policy and the delivery of Corporate Plan priorities relating to the Services under the responsibility of this post.

The post holder is ultimately responsible for ensuring the Council meets its legal requirements while at the same time ensuring these service areas meet the strategic and corporate objectives in a timely and cost effective manner.

2. Key accountabilities and responsibilities:

Strategic Leadership

- 2.1 Contribute in providing leadership, advice and professional guidance to Members, Chief Officers and senior managers on all fleet management matters including transport related legislation.
- 2.2 Act as a lead Transport Manager for the Council and the point of contact for the Traffic Commissioner and DVSA.

- 2.3 Continually build strong relationships with internal services, business partners, and external agencies to support service improvement.
- 2.4 Oversee performance, driving continuous improvement and innovation across the transport services.
- 2.5 Contribute to policy development, service transformation and improvement initiatives.
- 2.6 Represent the Council professionally with partner organisations, government bodies and the public.
- 2.7 Foster and develop relationships with government departments, statutory bodies (e.g. DVSA), other local authorities and partner organisations including North London Waste Authority, as well as contractors, with aim to promoting and representing the Council's interest for the service area.
- 2.8 Play an active role in the Services' Management Team, supporting wider strategic leadership.
- 2.9 Review and evaluate operational performance on a day-to-day basis, escalating significant issues, non-compliance matters, service trends, efficiency opportunities, and improvement initiatives to the Head of Service, to support informed decision-making and continuous improvement.

Operational Management

- 2.10 Maintain up to date knowledge of legislation and best practice, implementing operational solutions and improvements.
- 2.11 Lead and be accountable for the safe, compliant and efficient delivery of all vehicle maintenance operations, including Operator Licence and the MOT station, and fleet management functions. This includes the maintenance of statutory obligations and records as necessary, for the proper discharge of the Council's relevant legal obligations.
- 2.12 Lead, as a subject matter expert, on the service's risk management, Health & Safety and statutory compliance requirements, including ensuring robust risk assessments and training systems are in place. Ensure safe systems are understood having communicated through toolbox talks, training and briefings; and complied with by all staff and demonstrated by appropriate monitoring.
- 2.13 Oversee daily operations of the service area, ensuring service standards and compliance are achieved across all areas of Transport service Including Operation Licence, MoT station, vehicle maintenance (including workshop), stores functions and fleet management activities.
- 2.14 Provide operational management and technical support to service users and the transport management team, by applying broad, technical understanding of issues, with minimal supervision; in accordance with Councils' and the services policies, procedures, legislation, and of the wider organisation.
- 2.15 Regularly audit and report monthly on the Council's legal compliance addressing breaches promptly and escalating as required; including Driver's Licences; Driver's Hours; CPC, Tachographs; Defect Reporting; Vehicle Maintenance; Speeding and Overloading of vehicles, Vehicle Maintenance charges.
- 2.16 Ensure compliance with Council policies across HR, Finance, Procurement and Governance.
- 2.17 Monitor and review service standards and performance across all aspects of vehicle maintenance and fleet management, using performance data to identify opportunities for

- innovation and continuous improvement. Ensure that all activities are delivered efficiently, to a consistently high standard, and with a strong focus on service delivery.
- 2.18 Ensure all reported non-compliance issues relating to safety or operational efficiency are investigated and resolved promptly.
 - 2.19 Contribute in ensuring fleet, plant and equipment, maintenance provisions and replacement planning meet operational needs and budget expectations.
 - 2.20 To assist in the delivery of the Council's fleet replacement programme, through specifying and arranging vehicle/plant demonstrations, obtaining quotations through vehicle ordering and delivery, in compliance with the Council's corporate procurement rules.
 - 2.21 Work in partnership with the line manager and Procurement colleagues, to deliver tender exercises from development through evaluation and contract award, ensuring contracts are effectively managed throughout their lifecycle.
 - 2.22 Participate and contribute on the negotiation of contracts, agreements and partnership arrangements with other organisations within both the public and private sectors to deliver the Service and Corporate objectives.
 - 2.23 Prepare clear, accurate reports and briefings for senior officers and Members.
 - 2.24 Provide assurance that services remain compliant, performance is monitored through the corporate cycle, and exceptions have time bound, owner led action plans.
 - 2.25 Ensure the Assistant Director is immediately informed of any change in personal circumstances that may affect ability to carry out any duties contained within the role.
 - 2.26 Adapt to operational pressures to maintain a resilient, high performing service.

3. Customer & Contractor Relationship

- 3.1 Ensure enquiries (including FOI requests), issues and complaints are resolved effectively, professionally and within agreed timescales, including those received direct from residents, elected members and ombudsman.
- 3.2 Ensure staff manage confrontational situations safely and appropriately, with incidents recorded and escalated as required.
- 3.3 Liaise with fleet users, customers and contractors as required to review day to day business, performance and long-term expectations. Implement set control systems that continually develop, control and monitor service requirements ensuring satisfaction with service delivery.
- 3.4 To monitor and manage contractor performance to ensure compliance with contractual obligations, service standards and value-for-money outcomes, taking prompt corrective action where required
- 3.5 Participate in SLA review meeting with Services and contract review meetings with the Services' contractors.
- 3.6 Provide full cooperation to the Council's Insurance Team, external insurers and legal representatives, including preparing statements and attending court where required.
- 3.7 Oversee customer activity within the MOT station and ensure all customers receive a professional and efficient service, addressing any concerns promptly and appropriately.

4. People Management

- 4.1 Provide visible, inclusive and motivational leadership that promotes professionalism, ownership and high performance in the service delivery.
- 4.2 Support staff in direct line to be able to confidently manage their teams (as applicable) and deliver excellent services.
- 4.3 Ensure regular delivery of communications, keeping staff informed of operational priorities, performance and service improvements.
- 4.4 Ensure staff comply with risk assessments, service standards and Health & Safety requirements.
- 4.5 Oversee staff inductions, supervision, and performance reviews in line with Council policy.
- 4.6 Ensure Workshop supervisors and chargehands plan and adequately resource day to day operations to ensure efficient service delivery.
- 4.7 Develop succession and recruitment plans to ensure adequate long-term resourcing and optimise career progression opportunities within the operational delivery service and maintain employee relation.
- 4.8 Monitor attendance and performance, ensuring supportive interventions and formal processes are applied where required.
- 4.9 Lead on serious staff investigations and hearings where escalation is appropriate.
- 4.10 Ensure training needs are identified and delivered through structured development plans.
- 4.11 Set and monitor team and individual objectives aligned to the Corporate Plan and service priorities.
- 4.12 Maintain comprehensive awareness and advise on, latest service related legislation and good practice requirements to ensure the service performs effectively and to the highest standards.
- 4.13 Ensuring legal and policy compliance regarding all the Councils fleet, vehicle maintenance activities and drivers. To remain up to date and respond to and communicate changes in legislation, policy and guidance which impact on any element of fleet, maintenance and driver activities.
- 4.14 Maintain ongoing engagement and collaborative working relationships with HR and Trade Union representatives.

5. Financial and Resources Responsibilities

- 5.1 Ensure the service meets its budget targets and operates in accordance with the Local Government Act 2010–2012 and any subsequent legislation.
- 5.2 Ensure a robust audit trail is maintained for all areas of service expenditure, demonstrating that costs are justified, appropriately authorised, and represent best value for money in line with council policies and procurement requirements.
- 5.3 Proactively identify and deliver service efficiencies to achieve best value and reduce overall budget pressures.
- 5.4 Through robust monitoring, planning and supervision, ensure the service meets operational needs while maintaining productivity, efficiency and financial performance.
- 5.5 Ensure effective daily planning and management of resources, including fleet, plant and associated equipment. To also drive improvements in vehicle utilisation to support frontline service provision
- 5.6 Authorise wage payments—including overtime and task related pay—ensuring value for money and clear understanding of budget impacts.

- 5.7 Arrange procurement of goods and services within pre-agreed approval levels and criteria.
- 5.8 Monitor vehicle repairs, maintenance costs, and defect trends, identifying cost-saving opportunities, recurring faults, and vehicles approaching or exceeding their economic life, and make recommendations for corrective action, and report all significant variances and trends to the Head of Services.

6. Health and Safety responsibilities

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

As a manager of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure risk assessments are in place for all tasks/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and take action where there are concerns
- Include health and safety in regular management team meetings
- Lead by example, monitor and enforce health and safety compliance of staff

7. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

8. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

- Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade

- Work at required locations as necessary to perform all duties within the scope of the role.
- Required to work in inclement weather conditions
- Provide weekend management cover and participate in specific operations as instructed by the Head of Service.
- Work with a degree of flexibility to ensure the service is maintained during exceptional or specific operational difficulties or occurrences, or special events.

9 The Council's Commitment to Equality

To deliver the council's commitment to equality diversity and inclusion in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Grade:	L
Salary Range:	
Reports to:	Head of Service

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
GCSE Maths and English (or equivalent)	Desirable	Application
Degree Qualified, or equivalent relevant knowledge and management experience	Essential	Application/Interview
Hold a City and Guilds or equivalent qualification in motor vehicle technology and have membership of the IRTE or other professional body	Essential	Application/Interview
Current Certificate of Professional Competence (CPC) in either one of "National Road Haulage Operations" or "National Passenger Transport Operations"	Essential	Application/Interview
Experience & Knowledge		
Have at least 5 years of experience in managing the technical, legal and commercial aspects of operating a mixed fleet of municipal HGVs, LGVs and ancillary equipment, including managing Operator Licence.	Essential	Application/Interview
Have a good understanding of municipal HGV, LGV & ancillary equipment technology.	Essential	Application/Interview
Demonstrable experience of using Fleet management, Passenger Transport and financial / management information systems.	Essential	Application/Interview
To be a competent user of Microsoft Office and able to quickly learn other transport related software packages.	Essential	Application/Interview
To be able to understand emerging technology in the transport industry and learn new software packages quickly and thoroughly.	Essential	Application/Interview
Experience in managing projects involving change in vehicle maintenance and fleet procurement area.	Essential	Application/Interview
Able to assist on preparation of business cases for investment decisions including the ability to apply options appraisals and evaluation techniques.	Essential	Application/Interview
An understanding of Health & Safety at Works acts	Essential	Application/Interview

To assist in the development of innovative methods of working or vehicle modifications to minimise time spent or cost of repairs.	Essential	Application/Interview
Experience of effectively managing staff, working in a dynamic environment.	Essential	Application/Interview
Knowledge of the issues facing local government and those relevant to service/functional responsibilities	Essential	Application/Interview
Demonstrable experience of establishing and building partnerships and productive working relationships within a complex policy and service environment with senior management.	Essential	Application/Interview
Skill & Ability		
Excellent verbal and written communication skills to influence and engage others efficiently.	Essential	Application/Interview
Ability to develop, communicate and implement new solutions across diverse range of business area and for complex issues.	Essential	Application/Interview
To develop individuals and the team's approach to ensure a collaborative and supportive work environment.	Essential	Application/Interview
Ability to drive efficiency, continuous improvement and high standards of excellence including actively seeking customer feedback and responding to it effectively.	Essential	Application/Interview
To ensure the delivery of the services to the required standard with best use of resources within timescale.	Essential	Application/Interview
Able to process management information and report on various operational and departmental KPIs. Initiate the change in order to improve the performance where necessary.	Essential	Application/Interview
Monitor and manage staff performance to ensure work plans and individual targets are attained.	Essential	Application/Interview
Able to arrange or provide training to meet the job criteria and develop individual strengths and minimise individual's weakness.	Essential	Application/Interview
To establish work plans, targets and milestones to enable staff to develop to meet their goals.	Essential	Application/Interview
To develop stakeholder, partners and individuals to ensure a collaborative and supportive work environment, developing a team approach.	Essential	Application/Interview
Working with management and service users to enhance the service delivery.	Essential	Application/Interview
Ability to deploy a substantial knowledge and understanding of leading edge business, financial and commercial techniques to achieve key objectives.	Essential	Application/Interview

To ensure the delivery of the services to the required standard with best use of resources within timescale.	Essential	Application/Interview
Able to turn Delivery Unit's strategic objectives into operational plans.	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and	Essential	Application/Interview

Caring for **people**, our **places** and the **planet**

evidence as a way of learning from and improving the way I work with others		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview