



## ROLE PROFILE

<b>Role Title:</b>	<b>Fleet Support Unit Assistant</b>
<b>Rank/Grade:</b>	<b>A3 (non-supervisory)</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>Fleet Support Manager</b>
<b>Main purpose of the role:</b>	<p>To ensure that all Force owned vehicles are available and ready for service (routine servicing/defect reporting etc.). To manage the movement of wheels &amp; tyres required at a local level to cover punctures/damage etc., on occasion dealing with the replacement of damaged/punctured wheels at stations. To contribute to minimising the time that vehicles are out of service by undertaking repairs at the stations.</p> <p>Move vehicles from stations and/or other locations to the fleet workshop as and when required and carry out routine vehicle safety inspections at stations to ensure all damage/defects have been reported / addressed.</p>

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>Monitor vehicle mileage through Traka and book services according to Force servicing guidelines, making decisions as to adjusting the timings due to usage and operational demands.</li> <li>Undertake day to day administration of the Traka system to ensure it is working correctly and data is updated and correct at a local (station) level. Run Crystal reports to extract historical data if required</li> <li>To review daily duties taking into account faults reported, service requirements etc. and plan and prioritise their schedule accordingly.</li> <li>Ensuring that all Force owned vehicles are available and 'fit' for service (routine servicing/defect reporting etc.)</li> <li>Undertake routine maintenance and repairs, some of them complex in nature,(i.e. removing panels/bumpers to access light bulbs in vehicles, replacing chains and cassettes and removing and truing wheels on cycles etc.) to ensure allocated vehicles/bicycles are available for use. Includes dealing with a wider variety of repairs i.e. wipers not working, air con blowing warm air, seatbelts not retracting, boots not opening, central locking not working properly etc., and problem solve to try to rectify these faults in situ.</li> <li>Manage the movement of wheels &amp; tyres required at a local level to cover punctures/damage etc., assisting with the replacement of damaged/punctured wheels at stations, ensuring processes are adhered to and an audit trail maintained</li> <li>Provide cover for Fleet Support Unit Manager during periods of absence (Holidays etc.)</li> <li>Ensure all Force owned cycles are available for use and assess reported cycle defects to either undertake repair or arrange for transportation to external repairer.</li> <li>Move vehicles from stations and/or other locations to the fleet workshop as and when required</li> <li>Ensure Fuel Cards, Log Books and equipment etc. are supplied to the correct vehicles</li> <li>Contact and manage as required external fleet service providers i.e. Windscreen Repairers</li> <li>Attending 'closed' stations as required to enable Force Recovery Contractors to access/remove broken-down vehicles</li> <li>To report to the Fleet Support Manager on Fleet requirements with regards to service scheduling, defect reporting/repairs, accident damage, additional/temporary vehicle requirements, delivery/collection requirements, Traka requirements/issues.</li> <li>Transport motorcycles and quad bikes by trailer to Police workshops, Kempston for service and repair.</li> </ul>	

<b>Financial e.g. limits/mandates</b>	<b>Non-financial e.g. staff responsibility</b>
<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>



## ROLE PROFILE

<b>Agile Working</b>	To be confirmed
<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment</b>	To be confirmed
<b>Limited Duties</b>	To be confirmed

### Entry Requirements

- Due to the requirement to transport vehicles and equipment around the County a full driving licence, covering C1, C1E, D1 & D1E is required
- Able to undertake a substantial degree of manual & administrative work which will include changing and transporting tyres.
- Ability to plan and prioritise their work load and work with minimal supervision.
- Have a good knowledge of relevant legislation regarding the use of motor vehicles and driving.
- Able to operate a range of equipment both manual & computer based
- Able to collate facts & figures
- Experience of working within a customer focused environment, including problem solving and making decisions.
- Prepared to obtain a qualification in basic bicycle maintenance & safety procedures (2 day course)

### Any other General Requirements/Scope

- The post holder will be required to drive around the county, including some out of county locations (Fleet workshops in Bedfordshire) with transport being provided.
- The post holder will be required to work in different locations around the county.
- Traka training will be provided.
- Vetting is required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

### Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



## ROLE PROFILE

### Personal Qualities(Behavioural Competencies)

#### We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

#### We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

#### We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

#### We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

#### We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

#### We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.