

Job Title: Fleet Stores Coordinator	
Job Evaluation Number	1200340

## JOB DESCRIPTION

<b>Job Title:</b> Fleet Stores Coordinator	<b>Location:</b> Bicester / Sulhamstead / Aylesbury
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Workshop Supervisor	<b>Band level:</b> 2D
<b>Staff Responsibilities (direct line management of):</b> Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** assist, contribute and/or coordinate the operation of an innovative high quality, multi-force fleet consortium, ensuring workshop parts supply, processes and administrative functions are in accordance with current financial regulations and departmental policy.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

**The key result areas in the role are as follows:**

1. **Stores Management:** providing administrative and clerical support to the workshop management team, processing parts orders and job cards and ensuring appropriate records and databases are updated (e.g. waste collections, scrap disposal, H&S/COSHH) in accordance with Force and departmental guidance. Identify and maintain appropriate stock levels to minimise vehicle down time. Order parts and conduct regular stocktakes. Identify and source non-stock parts in the most effective and efficient manner. Processing money received from workshop income generation (MOT's), recording data accurately and preparing/sending invoices to finance.

2. **Warranty Administration:** Process workshop generated warranty claims, ensuring claims are maximised, submitted within manufacturers time scales and submission meets manufacturers audit requirements. Maintain accurate records to show warranty incomes as received, outstanding and/or lost. Update job cards/vehicle records within fleet data base to ensure all warranty jobs are recorded against the vehicles history. Liaise with vehicle manufacturers and dealerships around warranty procedures to ensure we maximise returns and maintain/operate up-to-date efficient processes.

3. **General Administration:** Carry out a range of clerical duties when required, filing, photocopying and mail handling to support the efficient operation of the consortium administrative functions. Answer telephone enquiries or transfer to appropriate person/department ensuring that CTC customer service levels and telephone protocol are met. Assist workshop technicians where appropriate i.e. MOT inspections – operating lights/pressing brake pedal etc. Collect/deliver parts and cars to external and internal (consortium forces) locations. Administering the workshop protective clothing/laundry contract.

4. **Delivery Receipting:** Receiving new and returned vehicles, checking for damage and completeness, signing for delivery/collection. Oversee the deliveries of bulk fuel and stocks/parts in accordance with current legislations. Point of contact for fuel ordering/auditing process, oil/waste oil and other waste products.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

**Further Comments:**

The different accountabilities will be shared between the Fleet Stores Coordinator who reports to the Workshop Supervisor, but will be expected to be responsible for prioritising and undertaking their own individual workload on a day-to-day basis.

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Fleet Establishment – Approximately 3,000 vehicles.
Annual Income generation (warranty/MOT/repairs) £400k.
Vehicle delivery & collection – 400 new, 400 disposed per annum.
Parts budget £2.4M, average stock value £30k.
Working with a number of Forces (CTC Consortium Members – currently 5) and departments within those Forces.

**d. CHARACTERISTICS OF THE ROLE**

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Knowledge/experience of a large computerised fleet parts/workshop environment.	E
2. Experience of manufacturers/dealership warranty claims processes/procedures.	E
3. Working knowledge of Microsoft Office Outlook, Word & Excel.	E
4. Accuracy and attention to detail.	E
5. Ability to work well as part of a team.	E
6. Good numeracy skills.	E
7. Good communication skills.	E
8. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner, being available to work some evenings and weekends, where required. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
9. Full UK/EU driving licence including C1, C1E, D1 & D1E.	D
10. Working knowledge of Health & Safety legislation/requirements.	D
<b><i>Additional comments:</i></b> At interview, candidates will be asked to: * confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	