

JOB DESCRIPTION

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| Job Title: CTC Telematics System Support Officer | Location: Transport, Bicester |
| Job Family: Business Support | Role Profile Title: BB3 Police Staff |
| Reports To: Fleet Support Manager | Band level: 3G |
| Staff Responsibilities (direct line management of): Nil | |

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

The overall purpose of the role is to: provide expert system support, day-to-day maintenance and management of data within the system, provide reports and data to stakeholders, analyse data to identify trends and opportunities. Main point of contact for Telematics related enquiries.

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. Maintain and manage all aspects of the telematics system, including the database of drivers and vehicles, ensuring that data held is up to date and accurate in order to ensure the integrity and effectiveness of the system and resulting data; undertaking regular audits of the system to confirm this. Manage new installations in vehicles when required, ensuring that all vehicles required to be fitted with telematics have working kits installed.
2. The main point of contact for the telematics systems for all stakeholders regarding queries and issues and proactively identify potential system issues. Manage supplier relationships and liaise with the telematics provider to escalate problems (including both software and hardware) when necessary and identify appropriate solutions in a timely manner.
3. Support all stakeholders (e.g. CTC, LPA management teams, Driver Training/Driver Risk Units, Finance, Performance, Professional Standards) by proactively and reactively producing scheduled and ad-hoc reports to enable stakeholders to monitor fleet performance and driver behaviour in order to maximise asset utilisation and efficiency and to facilitate the investigation of incidents. Work with these stakeholders to ensure that data provided is sufficient, relevant and timely to meet their needs, provide data and analysis to assist in the investigation of incidents and claims.
4. Utilise data obtained from the telematics system to identify key trends & issues and potential efficiency savings within the fleet; provide this information to CTC management to drive strategic decisions and aid future planning.
5. Promote positive awareness of the telematics system throughout all forces, ensuring user understanding and compliance and recognition of the benefits that telematics can deliver to all stakeholders. Maintain comms/media sites (such as force intranets) to inform users of developments to telematics and maximise user engagement.
6. Assist colleagues within CTC with general administrative duties as required, which may include registering new vehicles, fuel card administration, vehicle hire, NIP processing etc. Answer telephone enquiries or transfer to appropriate person/department ensuring that CTC customer service levels and telephone protocol are met.
7. Maintain an engagement with colleagues to develop awareness of other fleet processes within CTC to identify areas that telematics can be utilised to improve the effectiveness and efficiency of current processes and procedures.

8. Maintain an awareness of current data protection and privacy regulations as well as data retention policies and ensure compliance.

9. Take responsibility for personal continuous professional development, ensuring awareness of new and upcoming telematics technology to maximise the use and subsequent benefits of the telematics system.

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:

To provide clarity on this post's dimensions, the background factors that should be considered are

1. CTC provides a telematics service for five police forces nationally, including Thames Valley, Hertfordshire, Bedfordshire, Cambridgeshire and British Transport Police.
2. To create and maintain new vehicle records on this system – 2750 vehicles.
3. To create and maintain new driver records on this system – over 10,000 personnel

To ensure database of 2750 vehicles and over 10,000 drivers is current and accurate at all times.

- a. For driver records this will be achieved in close liaison with Driver Training, Human Resources, Professional Standards, line managers and individual officers
- b. For vehicle records, this will be achieved in consultation with CTC colleagues.
- c. Liaison with the supplier to manage issue identification and resolution

To maintain the accuracy of the telematics database all new capital purchases and disposals need to be recorded – these can be driven by:

- a. financial demands e.g. year-end /year-start,
- b. operational seasonal demand e.g. for 4x4 vehicles
- c. Change in government /force policy direction e.g. EU Procurement regulations
- d. Change in environmental direction

Which are planned or fast moving changes

To ensure that all participating force management and operational demands are accurately and promptly dealt with

- a. Supporting Change Programmes and Performance requests for information on vehicles and driver analytics
- b. Line managers requiring help with the system management information
- c. Supporting Logistical planners with types of vehicles and drivers' ability
- d. Supporting analytical request for vehicles usage and driver behaviour for planning requirements such as answering FOI questions; insurance or accident queries
- e. Supporting Driver Risk Managers/ Boards with data/reports as agreed/ required

To ensure that the marketing of the aspects of the telematics system is promoted through:

- a. Fleet websites
- b. Corporate communications department
- c. Briefings
- d. Force Intranets

By identifying suggestions and ideas and recommending a way forward

To represent CTC and participating 5 forces at external and internal meetings, such as
Driving Standards Group
Strategic Driver Board
UKT User Group

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.

| <i>The knowledge or skills required in the role are as follows:</i> | <i>E/D</i> |
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| 1. Experience within an analytical role, including producing accurate reports and analysing data to support business decisions. | E |
| 2. Computer literate and good keyboard skills, including working knowledge of Microsoft Office applications, including Word and Outlook. | E |
| 3. Advanced Microsoft Excel knowledge. | E |
| 4. Excellent analytical skills, including accuracy and attention to detail, with the ability to interpret data and identify anomalies. | E |
| 5. Ability to work well both as part of a team and independently with minimal supervision, using own initiative to identify solutions and solve problems. | E |
| 6. Highly organised with good time management skills with the ability to proactively plan and prioritise own work. | E |
| 7. Good communication skills in writing and verbally and the ability to form effective working relationships at all levels of an organisation – internal, external and multi-force. | E |
| 8. Ability to recognise and analyse risk and act accordingly. | E |
| 9. Full Clean Driving Licence. | E |
| 10. Project Management experience implementing and integrating new systems. | D |
| 11. Knowledge/experience of Fleet Operations and Telematics Systems. | D |