

# Job Description

<b>Job Title</b>	Fleet Business Support Officer
<b>Grade</b>	Band E
<b>Reporting To</b>	Principal Officer – Fleet Management
<b>JD Ref</b>	BUS0040G

## Purpose

To deliver effective business, compliance and administrative support that underpins the safe and legally compliant operation of the Council's fleet. The postholder will help ensure that all vehicles, drivers and operational activities meet Operator Licence undertakings, statutory obligations and Council policies. This includes maintaining accurate fleet records, supporting procurement and financial functions, administering compliance systems and providing a high-quality service to internal and external stakeholders.

## Main Duties And Responsibilities

### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

### Communication, Engagement and Training:

- Support the efficient operation of the Council's Fleet Management Service, ensuring compliance with Operator Licence requirements, statutory inspections, and maintenance schedules.
- Provide procurement support, including raising purchase orders, sourcing goods/services, and maintaining supplier information in accordance with corporate procurement rules.
- Act as a first point of contact for internal clients, suppliers, workshop teams, regulatory bodies and other stakeholders, delivering excellent customer service.
- Contribute to continuous improvement, updating procedures, developing system efficiencies, and supporting internal policy development.
- Ensure compliance with Council policies including Health & Safety, Information Governance, Equality, and Financial Regulations.

### Data Analysis and Decision-Making:

- Coordinate servicing, MOTs, maintenance appointments and safety inspections, maintaining accurate records for audit, performance, and regulatory purposes.
- Process and reconcile supplier invoices, liaise with finance teams, and resolve discrepancies in line with Council financial procedures.

- Administer fleet operating systems including driver licence checking platforms, vehicle tracking, defect management, fuel monitoring and compliance reporting tools.
- Prepare reports, dashboards, and compliance data to support monitoring, audits, and regulatory submissions.

#### **Compliance:**

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

#### **Other:**

- Any other duties commensurate with the grade.

## **Role Specific Knowledge, Experience And Skills**

### **Qualifications**

- GCSEs (or equivalent) including English and Maths
- Willingness to undertake training (e.g. Operator Licence compliance modules)
- *Desirable - Experience in a transport, fleet, workshop, compliance environment*
- *Desirable - Experience of working in a local-authority or regulated environment*
- *Desirable - Driving licence to be able to support the Fleet department across the Borough where required.*

### **Knowledge & Skills**

- Good standard of literacy, numeracy and accuracy.
- Ability to work effectively in a busy operational environment and as part of a small team.
- Understanding of fleet operations, servicing cycles, statutory inspections
- Ability to communicate clearly and professionally with colleagues, suppliers, contractors and regulators.
- Good organisational skills, with the ability to prioritise work to meet regulatory deadlines.
- Strong IT skills, including the use of business-related digital systems and Microsoft Office.
- *Desirable – Knowledge of driving licence categories/legislation.*
- *Desirable – Working knowledge of fleet compliance, vehicle servicing cycles, and Operator Licence requirements, or ability to acquire quickly.*
- *Desirable – Practical understanding of administrative, financial, and procurement procedures.*
- *Desirable – Ability to use digital management systems, spreadsheets, reporting tools and compliance platforms.*
- *Desirable – Ability to interpret information, maintain accurate records, and produce routine reports.*

### **Experience**

- Experience of providing administrative, financial or business support in a busy environment.
- Experience in data entry, record-keeping and using multiple digital systems.
- Experience communicating with customers or suppliers by phone, email and in person.
- *Desirable - Experience of working in a transport/garage environment.*



**ACCOUNTABLE**



**AMBITIOUS**



**RESIDENT  
FOCUSED**



**PROFESSIONAL**

## Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

### Health & Safety Considerations:

- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Driving duties
- Exposure to persons with challenging or aggressive behaviour

**Approved By: Steven Clarke – Principal Officer (Fleet Management)**

**Date Of Approval: 10 April 2026**



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