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| Job Title | Operational Support Administrator |
| Business Unit | Environment and Safety |
| Location | Leeds |
| Reports to | Stores Manager |
| Purpose | * Manage company vehicle fleet operations, including driver induction training, vehicle maintenance oversight and coordination with providers * Handle vehicle-related issues such as breakdowns, accidents and safety equipment management, ensuring compliance with company policies * Oversee administrative tasks including reporting, invoice reconciliation and maintenance of fleet-related records * Source, coordinate and manage employee training programs, maintaining accurate records of certifications and industry-specific database subscriptions * Liaise with approved training providers, manage training schedules and ensure alignment with operational requirements * Support safety initiatives through coordination of certification renewals and compliance programs, including drug and alcohol testing |
| General  Responsibilities/Specific Duties | Fleet:   * Driver Induction Training – Be responsible for delivering comprehensive information relating to company policies to all new employees who will be operating a company vehicle * Coordinate with vehicle providers on all aspects of fleet management, including new and replacement vehicles, on/off hire processes (initiated by operational teams and executed by the Central Services team), damage assessments, repairs and maintenance (MOTs, recalls, etc) * Collaborate with Central Services to compile and generate the monthly Dartford Crossing report for the Finance department, including a detailed breakdown of costs by cost centre. Ensure accurate and timely submission of this report to support financial analysis and decision-making processes * Support Central Services to process and maintain all accident, incident records and insurance claims regarding vehicle damage/accidents and produce monthly reports * Support Central Services with ensuring the policy for all accidents and incidents are reported by the driver with in 24hours to the relevant managers and departments to avoid cost * Review and reconcile vehicle provider and fuel invoices against internal vehicle records, ensuring accuracy and addressing any discrepancies or inquiries that arise during the verification process * Support Central Services to manage the vehicle tracking provider and work closely with them to improve efficiencies of the system and strive to change driver behaviour by effective use of the reporting suite * Oversee maintenance of company-owned vehicles, including scheduling services, coordinating tyre replacements and arranging necessary repairs with approved service providers * Support workshop with all safety equipment on company vehicles including – gas detectors, safety harnesses, escape sets, tripods, winches etc and the service and repair of this equipment * Manage vehicle breakdown situations by liaising with authorised garages for immediate assistance, coordinating transport of inoperable vehicles to approved service facilities and arranging alternative recovery solutions when immediate garage admission is not possible. Ensure efficient resolution of vehicle breakdowns to minimise operational disruptions and maintain fleet reliability * Maintain accurate and up-to-date records of IETG spare van drivers, ensuring compliance with company policies and regulatory requirements * Procure necessary vehicle-related items on an as-needed basis   Training:   * Source appropriate training courses with our approved training providers in advance of known expiry dates of current certifications * Source and add new training providers to our approved suppliers list where needed to support additional skillsets being added to 40Seven’s current workload * Coordinate bookings with existing workload schedules already defined in the planner * Update the planner with all confirmed bookings as they happen * Inform training candidates of the bookings made and forward on joining instructions to the candidate and their line manager to ensure all parties are kept informed * Keep accurate records of all financial commitments and payment information and forward on payment receipts to finance team * Maintain and update existing training records with details of booked and completed courses and certifications in all relevant systems * Maintain active subscriptions for all personnel on the National Highways and Thames Water Skillguard Databases * Work with the Training & Quality Manager to manage the renewal process for all SCW certifications in line with operational requirements * Assist with the random drug and alcohol testing regime |
| Objectives | Fleet Management:   * Oversee vehicle fleet operations, maintenance and safety * Coordinate with providers and manage related administrative tasks   Training Coordination:   * Organise and deliver technical skills training for vehicle maintenance * Manage employee training programs and maintain accurate records   Safety and Compliance:   * Ensure adherence to safety standards and industry regulations * Handle vehicle safety procedures, breakdowns, and accident reporting   Operational Efficiency:   * Establish and review fleet maintenance practices * Implement quality control measures and manage industry databases   Administrative Duties:   * Maintain accurate records for fleet and training activities * Manage reporting and invoice reconciliation |
| Competencies | Skills   * Superior customer service abilities * Exceptional organisational capabilities * Strong interpersonal and communication proficiency * Effective time management and task prioritisation * Advanced IT competence, particularly in Microsoft Excel   Knowledge   * Comprehensive understanding of Microsoft Office suite * Familiarity with fleet vehicle regulations and operations   Experience   * Proven track record in database and IT system utilisation * Minimum 3 years' experience in logistics fleet management * Demonstrated ability to work collaboratively and independently under tight deadlines   Personal Attributes   * Adaptable and proactive work approach * Environmental consciousness * Meticulous attention to detail * Self-motivated with strong initiative |
| Desirable | * Working towards or hold Chartered Institute of Purchasing and Supply Qualification (CIPS or equivalent) is desirable |
| Mandatory Training | * SOCOTEC Online Health & Safety Training modules - paid for by the company. * SOCOTEC Online HR Policies Awareness modules - paid for by the company |