**Yorkshire Housing Role Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job title:** | Fleet Coordinator | **Leader of others:** | No |
| **Reports to:** | Fleet Manager | **Contract type:** | Agile Homeworking |
| **Business area:** | Governance, Risk and Assurance; Health, Safety and Compliance ; Fleet | **Car allowance:** | No |
| **Budget holder:** | No | **DBS required:** | No |

|  |
| --- |
| **Job purpose** |
| To coordinate fleet services on behalf of Yorkshire Housing, The management of both owned and grey fleet compliance. This includes the management and monitoring of Team and individual driver performance supporting management teams across YH in delivering a culture of safety, performance and compliance. You will hand develop processes and databases to ensure excellent customer service with a balanced focus on value for money in all Fleet service areas. You will work closely with teams within the YH business (e.g. HIA, Care & Support) to ensure tasks are completed successfully and excellent customer service is achieved. From time to time you will support the HomeWorks business developing and representing management at such things as project meetings. |

|  |
| --- |
| **Key responsibilities** |
| * Scope/Volume of work: to provide Performance monitoring of all fleet drivers including Agency. To monitor and inform management teams across YH on owned and grey fleet driver compliance. Accident investigation in line with H&S legislation / best practice and complete satisfaction of insurance providers. Support management teams across YH to ensure continuous improvement of all our fleet drivers. To deliver best value at all times whilst taking an informed view
* Form part of a team contributing to the achievement of Yorkshire Housing’s corporate objectives to deliver excellent services, be an employer of choice and deliver measured value for money. Measure top quartile ratings in customer satisfaction and other key performance indicators. Whilst supporting the need of individuals and teams performance against corporate and local goals
* Liaise with Managers / Team Leaders to ensure fleet services are co-ordinated effectively to ensure customer expectations and team targets are achieved. Work with suppliers and third parties to ensure the best possible outcomes for YH are achieved
* Take direct responsibility for updating, checking removing and maintaining details of the YH fleet and Motor insurance database
* Ensure that the YH fleet remains 100% compliant at all times, reporting on maintenance, safety or MOT tests ensuring appointed ramp time when booked is kept to. That all vehicles have the appropriate road fund license and that our appointed management company is compliant at all times
* Produce a monthly performance report as part of the performance suite analyse data monthly, quarterly and provide bespoke performance reports by team or as requested by Service Managers / Directors
* To ensure any fleet vehicle is fit for purpose and deployed accordingly with in the YH geographical area. Taking into account mileage and service area to maximise the serviceable life span of any YH vehicle
* To provide a comprehensive accident investigation procedure in line with YH policy and also to satisfy the relevant legislation around H&S and also our insurance providers to maximise any potential financial returns
* Attend meetings both internally and externally across the business representing fleet services and supporting the YH management teams at such things as team meetings / toolbox talks. Be willing to attend any external training or seminars as required in line with continual professional development
* Preparatory authority for invoices up to 5k, signatory authority of invoices with an individual value up to 1k. This is to include documenting and recording of all transactions undertaken by fleet services
* Implement and maintain Grey Fleet database, driver compliance including monitoring, updating and reporting instances of none compliance to the YH management team
* Carry out driver practical risk assessments across YH for new and existing drivers of Fleet vehicles, Supporting Management teams in identifying acceptable levels of risk on an individual basis
* To undertake other duties and responsibilities as would be deemed reasonable with the level of the post. Deputising for Fleet manger in his absence at management meetings, seminars and other professional related activities.
 |

|  |
| --- |
| **What you’ll bring to the role** |
| **The main things:** |
| * Good standard of general education to GCSE level (or equivalent)
* Experience of dealing with external companies and suppliers
* Familiar with the use of a range of computer applications, such as spreadsheet and database packages and Microsoft Office
* Be able to demonstrate building internal relationships within a large business
* Liaising with managers, team leaders and operatives to provide customer focused services
* Excellent communication and interpersonal skills
* Intermediate IT skills
* Willing to develop own skills and evidence of personal development
* Willing to undertake specific training relating to fleet services
* A full UK driving licence
* Eagerness to develop own skills and adapt to change.
* Personal values and approach that align with YH’s values
* Ability to work flexibly in line with Hub, Home and Roam principles.
* An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
 |
| **It would be a bonus if you have:** |
| * Relevant professional qualification
* Be able to provide differing solutions for customers
* Actively promote value for money and efficiency.
 |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say**Be curious** • Think differently • Ask questions • Keep learning**Make it happen** • Own it • Do it • Be empowered**Achieve impact** • Do things that matter • Deliver results • Show pride and passion**Have fun** • Enjoy work • Be yourself • Stay connectedWe want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |

|  |  |
| --- | --- |
| **Date Role Profile last reviewed:** | April 2024 |