



## **JOB DESCRIPTION**

**Title -** Workshop Receptionist

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<b>Post Number:</b>	VV059
<b>Grade:</b>	Scale 5 £23,817 - £26,016 (SCP 18 – 21)
<b>Weekly Hours:</b>	37
<b>Department:</b>	Transport- Vehicle Fleet
<b>Status:</b>	Established
<b>Location:</b>	Force Headquarters
<b>Responsible To:</b>	Workshop Team Leader
<b>Responsible for:</b>	No Supervisory Responsibility
<b>Job Role /Purpose:</b>	Oversees the vehicle fleet and organises the day to day running of the transport unit workshop. Answers all queries coming into the Transport Unit 's incredibly busy workshop, coordinates delivery collection of vehicles, supports management of the work allocation and ensures vehicles are repaired and serviced and returned to service.
<b>Contacts:</b>	Police Officers & Support Staff, motor manufacturers & dealerships, Force contractors, local garages/repairers, recovery agents, national/regional teams, local public sector partners and DVSA (MOT) customers and personnel
<b>Health and Safety:</b>	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
<b>Equality and Diversity:</b>	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

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## **PERSON SPECIFICATION**

### **KNOWLEDGE, SKILLS & ABILITIES**

#### **ESSENTIAL CRITERIA**

*A clear definition of the necessary criteria.*

#### **Essential knowledge:**

- To hold a City and Guilds Fleet Management qualification or equivalent industry standard qualification, or have work experience equivalent to having possessed the stated qualifications

**Work Experience:**

- Experience of supervising of a Workshop Reception function which provides a first point of contact and good customer service to fleet client customers. Including management and achievement of external service level agreements and customer satisfaction requirements in a very busy workshop environment
- Experience of effectively managing a workshop workload and its commitments against available resources
- Experience of effectively using a police computer fleet management system or a similar system to raise job cards and input data
- Experience of liaising on a day to day basis with workshop staff, contractors and suppliers and experience of complying with fleet quality control processes
- To have successfully managed a large vehicle fleet vehicle servicing and maintenance programme that has delivered reliable and safe vehicles while maintaining cost effectiveness
- Experience in the control and despatch of drivers to collect and deliver vehicles and related matters to and from locations
- Experience of MOT testing processes and procedures

**Personal / Interpersonal Skills, Aptitudes:**

- Able to show self-initiative and effective communication and presentation skills when arranging work tasks

**Special Skills:**

- To hold a full clean driving licence for cars & LCV's. \*
- To be IT literate in MS Word & Excel.

\* Reasonable adjustments will be considered under the Equalities Act 2010.

**DESIRABLE CRITERIA**

*Where available, elements that contribute to improved / immediate performance in the job.*

**Knowledge:**

- To be an accredited member of the Inst of Car Fleet Management (ICFM) or member of The Institute of Motor Industry
- To hold a vehicle maintenance qualification
- Experience of vehicle invoicing processes and procedures

**Special Skills:**

- To have significant experience in the use of a PC Fleet Management system.

## **CORE RESPONSIBILITIES/ ACCOUNTABILITIES**

### **Operational:**

To exercise good judgement in balancing scheduled and unscheduled fleet maintenance needs against all available workshop labour resource.

To display high standards of organisational and methodical planning skills in managing the daily workload for different vehicle roles and maximising availability for vehicle users.

To over-see and monitor vehicle service forecasts, ensuring that the workshop loading reflects anticipated staffing levels and to develop business contingency plans in the event of varying staff resources to effectively manage 'peaks' and 'troughs' in work load.

In conjunction with the Workshop Controller, to ensure that different types of work are allocated fairly to TU (Transport Unit) staff.

To be an effective member of the TU management team and to ensure all workshop reception functions/activities supports the force's and the TU's policies and procedures.

To receive and programme all requests for vehicle MOT bookings from police staff and members of the public.

To raise job cards via the Tranman fleet management system and ensure all completed maintenance documentation is entered onto the Tranman system. To prepare and present management information reports upon request.

To maintain all vehicle and related maintenance records to a good standard and are filed appropriately upon completion.

### **Communication:**

To liaise with assessors and repairers in the management of accident repairs and vehicle disposal.

To be the first contact point for enquires from vehicle users concerning all aspects of vehicle servicing, vehicle maintenance and related TU activities and requirements.

To contact and liaise with vehicle users at locations within and outside the force's area to obtain vehicles due for maintenance and vehicles requiring to be returned to home locations.

### **General:**

To ensure all work activities undertaken are constantly reviewed, monitored and subjected to continuous improvements.

To undertake any additional duties and responsibilities as will occur in the development of the role and the changing needs of the TU and force.

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

### **Personal Values /Competencies**

The competency and values framework set out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non-policing roles see here: [Competency and Values framework](#)

- We analyse critically
- We are innovative and open-minded
- We are emotionally aware
- We take ownership
- We are collaborative
- We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

- Integrity
- Impartiality
- Transparency
- Public Service

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### **OTHER**

**Security Check Levels refer to vetting for the specific levels that relate to this job role:**

1) Recruitment Vetting (RV)

**Car User:** Yes ☒