

# Job Description

<b>Job title</b>	Coordinator – Fleet
<b>Profession</b>	Business Administration & Support
<b>Band</b>	F
<b>Directorate</b>	CCO (Customer)
<b>Accountable to</b>	Fleet Manager

## Job Purpose:

The role will provide a customer focussed service dealing with all matters arising from the locality or compliance teams, regarding fleet allocations and the management of leased or owned vehicles. Support the service delivery by ensuring operative downtime is minimised and costs are kept within budget, delivering an efficient and cost-effective service to SNG's customers.

The role is responsible for maintaining high data quality in our vehicle management system. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management and compliance elements within your defined areas.

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct or indirect reports

## Autonomy:

Within the broad direction set by the Fleet Manager, this role is responsible for supporting the operational teams in the management of their fleet vehicles. Apply knowledge and skills to complete a variety of day-to-day activities seeking guidance on issues outside of own personal area. Generate/amend and circulate correspondence as directed, prioritising and organising own work to meet agreed deadlines. Refer problems as appropriate to others for resolution promptly ensuring internal and external customers are kept informed of progress made.

## Key Accountabilities:

- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Be the first point of contact for the localities and compliance teams, delivering a strong customer focussed service on the management of their vehicles.
- Make all the arrangements for the statutory MOT tests and Services, making sure they are completed in good time.
- Organise and plan all maintenance and repair activities (including glass and windscreen repairs) for all the fleet, liaising with operational delivery and support teams, agreeing times and collection points.
- Administer all other tasks relating fleet operations from vehicle allocations, disposals, storage management, repairs and PDI checks, keeping any downtime to a minimum.
- Arrange bookings, costs and collections with various garages, ensuring it's in accordance with manufacturer's recommendations and contract hire company requirements.

- Facilitate and organise replacement hire vans for short and long term, courtesy use or in case of a vehicle breakdown.
- Maintain vehicle history files and make them available for inspection by any statutory body and in respect of the legal requirements.
- Maintain the fleet software systems ensuring the relevant fleet documents and driver records are up to date on all fleet systems.
- Proactively assist with the fleet team workload responding to mailbox enquiries and allocating tasks to team members accordingly.
- Support van replacement programmes by chasing orders, communicating delivery progress, reporting any issues and escalating any risks to service or cost.
- Be the administrator of fines management (parking, speeding and traffic offences) by facilitating payment within the timescales set and avoiding any defaults.
- Administrate and manage parking or clean air zone requirements, making sure payment are made via the correct tool or app. Ensure guidance and geographical impacts are communicated to operational teams.
- Perform regular compliance checks via the appropriate channels, ensuring that SNG's vehicles and drivers remain legally compliant.
- Work closely with SNG's contracted leasing companies, being aware of and monitoring their contracted service offering.
- Follow the accident management process to ensure all information is recorded and all internal and external parties are kept informed.
- Operate a day-to-day driver contact by answering all calls that come into the fleet enquiry line and inbox. Liaise directly with all internal and external customers using standard procedures in a timely and efficient manner.
- Support the release of any news or internal updates in conjunction with the communications team and the Fleet Manager.
- Work closely with operational teams and their dedicated fleet representatives to identify problems and advise on appropriate solutions.
- Be familiar with SNG's financial regulations and fleet's nominal codes, raising purchase orders correctly and following a source to pay protocol when procuring vehicle and driver related materials.
- Follow the end-to-end new starter and leaver process, communicating updates and developments to managers and trades throughout.
- Organise and administrate all operational fuel cards via the third-party agreement.
- Support fleet related projects and scoping, participating in testing, implementation and designing operational supporting documentation.
- Keep all fleet related processes and documentation up to date and on the relevant shared portal.
- Support with data gathering for various reporting mechanisms and ad hoc requests.
- Work as part of the Fleet team to ensure consistent and quality service delivery, cross cover colleagues and of the wider SNG team.
- Hold the Data Steward role for data related to fleet as set out in SNG's data landscape.
- Establish and maintain effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.

General

- Role model SNG’s values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

**Knowledge and Skills:**

Essential

- Experience and passion in delivering a customer focussed service.
- Strong organisational skills.
- Exceptional interpersonal skills.
- Good problem-solving skills
- Attention to detail.
- Excellent communication skills.
- Ability to impact assess and to understand the difference between ‘major’ and ‘minor’ data issues.

Desirable

- Quantitative ability.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

*This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.*

Version	Job code	Author	Date created/modified	Effective date
1.0	1403	Nicola Holman	11/2022	04/2023
2.0	4760	Rebranded / Richard Ward	05/2025	