Job Description & Person Specification

Job title	Fleet Business Support Officer
Service	Environmental Service
Location	Portway
Grade	5
Reports to	Business Support Team Leader
Date	October 2026

Our Values and behaviours

We expect all of our employees to live by and demonstrate our values and behaviours that lay the foundation of how we work. Our six values are:

KINDNESS
COLLABORATION
ACCOUNTABILITY
EQUITY, DIVERSITY AND INCLUSION
AUTHENTICITY
PRIDE IN OUR DEMOCRACY AND PUBLIC SERVICE

For full details, please visit our website:
Our Vision and Values | Test Valley Borough Council

Main job purpose

To provide high-quality business support and fleet administration services to Environmental Services, with a particular focus on supporting the Transport Team. The role encompasses a range of routine administrative, operational and project-related activities to support the effective management of the Council's fleet and transport operations.

Main responsibilities and duties

1.	To provide business support to the service, undertaking a range of work as required. In addition to general administrative tasks this can include: a) Collating and retrieving information, invoicing, opening and closing work requests, development of systems, archiving, petty cash administration, typing, stationery orders. b) Provision of management information such as complaints; performance indicators etc. c) Responding to customer enquiries. d) Making sure all records are up-to-date and legible including both paperwork and digital. This will include service requests and completion of forms.	25%	

2. To maintain performance information systems and assisting with the implementation of systems to collect performance data for publishing internally and externally.	10%
3. To maintain operational databases that includes the Council's iTrent and Assetminder systems and any others that relate to the Environmental Service.	10%
4. To collate monthly and quarterly performance indicators for the different units within the Environmental Service reporting trends to the relevant manager. These can be both nationally and locally reported indicators.	10%
5. To issue purchase orders, receive invoices, check off against orders, process and pass to the relevant managers for authorisation.	20%
6. To assist managers in the development of training strategies and plans for operational staff. This will be achieved by reviewing all operational appraisal forms, identifying training needs, budgetary requirements and training providers.	10%
7. To assist the managers and supervisors within the Environmental Service, providing administration and other support as required. This may include maintaining external works registers, annual billing, assistance with budgets etc.	15%

NB The particular duties and responsibilities attached to posts are of necessity in many cases somewhat difficult to define in detail and may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.

Supervision and management

Not applicable.

Resources

The postholder has no responsibility for resources.

Contacts and relationships

The postholder will have daily contact with members of the public, council officers, councillors and clients.

Working environment

- This is an office-based role.
- Contact with the public with risk of challenge or abusive behaviour.

Other Factors	
Able to undertake overtime when the need arises.	
Criteria Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	**Essential (E)** **Desirable (D)**
Educational and professional qualifications	
• NVQ3 Business Admin (or equivalent qualification). • ICDL (or equivalent qualification).	E D
Knowledge	
• Microsoft Office packages. • Figure work, budget management, auditing and purchasing.	All essential
Experience	
• Personnel management and administrative systems. • Communicating and working with individuals at all levels. • Fleet administration. • Leadership and motivating others.	E E D D
Key skills	
• Good IT skills. • Good written and oral communication skills. • Organisation of resources and prioritisation of work.	All essential
Personal qualities and behaviours	
• Motivated to deliver excellent customer service and cares about the customer experience. • Shows kindness and respect in approach to dealing with others. • A desire to work well as part of a team and the wider service, you build and develop positive working relationships and work collaboratively with others. • Motivated and proactive and takes the initiative to drive improvement. • Commitment to equality, diversity and inclusion, celebrating and valuing the difference between everyone and what they bring, as well as ensuring that services are accessible to all. • Takes pride in democracy and public services.	All essential
Corporate Responsibilities	
All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include: **Health and Safety -** Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.	

All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.

Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information.
Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.