Isle of Anglesey County Council

Job description / Person specification

Part A

Job title: Fleet Support Officer

Post number: proposed new post

Service / Section: Highways Waste & Property – Transportation

Grade: 3

Overall job purpose

Provide effective and professional support to the Fleet Team, with specific responsible for coordinating vehicle allocation ensuring the efficient utilisation, deployment and availability of the Council's fleet and hired vehicles.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☐
Group C ☐
Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main duties / responsibilities

1. Assess, prioritise and determine suitable vehicle allocation requests across Council services, ensuring the most effective use of fleet resources, maximising utilisation and supporting the Council's carbon reduction objectives through the appropriate deployment of electric vehicles.
2. Investigate and resolve operational fleet issues independently, including vehicle availability conflicts, breakdowns, accidents and service disruptions, escalating matters only where required.
3. Using agreed framework agreements, source and procure external hire vehicles, ensuring operational suitability and continuity of service provision.
4. Administer fuel and bearer cards, fuel systems and EV charging system, including their distribution.
5. Procure goods and services using a Council issued Procurement Card and by raising purchase orders. This includes co-ordinating the procurement of vehicle excise duty, DVLA administration fees, livery and fuel for fleet vehicles and office supplies for the Fleet Workshop, and ensuring that the associated invoices are processed.
6. Analyse completed pool vehicle check sheets, ensuring that any faults and defects noted are referred to the Fleet garage in a timely manner.
7. Maintain vehicle records on the Council’s insurance in a timely manner using an on-line portal provided by the insurer.
8. Arrange external repairs to Fleet vehicles and liaise with the suppliers to arrange delivery, collection and resolve any issues.
9. Manage the annual Fleet User Survey, analysing performance trends, identifying improvement opportunities and presenting recommendations to management.
10. Issue and collect logbooks and update the fleet management system.
11. Update the fleet management system with information relating to vehicles, job cards, fuel and internal/external hire.
12. Conduct operational fleet audits across Council services, evaluate compliance with fleet policies and procedures and prepare reports detailing findings and recommendations.
13. Arrange and undertake day-to-day clerical and administrative work, including scanning, copying, collating, inputting data, and filing relating to fleet activities.
14. Assist with calculating fleet operating costs and prepare monthly recharge information to enable accurate recovery of fleet expenditure across Council services.
15. Coordinate daily fleet operational readiness, including monitoring EV charge status, topping up vehicle screen wash, vehicle condition checks, vehicle handovers, and operational support to service users.
16. Take and record enquiries made by phone, electronically, and in person in respect of Highway, Property and Transportation related issues during busy periods or to cover absences.
17. Support Môn Community Transport (MCT) and the Fleet Garage office when required.

Person specification

Education and training The minimum educational requirements / Professional or vocational qualifications for this post:	Essential (E) Desirable (D)
1. 5 GCSE's minimum grade C (or equivalent) / NVQ level III in a relevant area	E

Any specific training required for the post including certification:	Essential (E) Desirable (D)
1. Qualification in Customer Care	D

Key competence requirements Job related knowledge:	Essential (E) Desirable (D)
1. Knowledge of fleet management systems, and fleet management policies and their application.	D
2. Current full driving licence	E
3. An understanding of the financial costs relating to Fleet Management	D
4. Experience of using Fleet Management Software, Fuel Management Software, and Telematics Software	D
5. Excellent IT skills	E

Specific skills:	Essential (E) Desirable (D)
1. Good literacy and numeracy skills	E
2. Ability to work diligently and calmly under pressure	E
3. Demonstrate confidentiality and discretion	E
4. Attention to detail and the ability to maintain accurate records/ information	E
5. Ability to use own initiative and make decisions	E

Position in the organisation

Reports to: Senior Fleet Management Officer

Staff supervised: None

Working arrangements and conditions

Working week: Any 5 days out of 7. Monday to Sunday

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Identified work base: Anglesey

Contracted hours: 37 hours

Language requirements

Welsh language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☐	☒	☐
Reading (Tick one)	☐	☐	☐	☐	☒	☐
Speaking (Tick one)	☐	☐	☐	☐	☒	☐
Writing (Tick one)	☐	☐	☐	☐	☒	☐

English language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☐	☒	☐
Reading (Tick one)	☐	☐	☐	☐	☒	☐
Speaking (Tick one)	☐	☐	☐	☐	☒	☐
Writing (Tick one)	☐	☐	☐	☐	☒	☐

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary, interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: October 2026

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Part B

Part A and Part B need to be completed fully for job evaluation assessment

Further knowledge, skills and competencies required for job evaluation assessment (can also be assessed during interview):

- Good communication skills.
- Ability to work effectively as part of a team
- Good time management skills
- Able to work flexibly to meet the demands of the team which may involve the need to change work related arrangements at short notice.
- Positive 'can do' attitude.
- Ability to work on multiple tasks whilst maintaining performance
- Good analytical skills.
- Ability to work under pressure to meet deadlines and targets.
- Good interpersonal skills.
- Ability to listen and understand the views of others.
- Self-motivated and ability to act on own initiative.
- Ability to adapt to change, driving improved effectiveness.

Financial resources

Level: N/A

Indicative value: £100k

Physical resources

Description	Value
Land and buildings – Number/area	£
Plant/Vehicles/Equipment – Number Responsible for supporting the operational deployment, utilisation, monitoring and control of fleet assets with an approximate asset value of £3.6 million, ensuring effective utilisation and accurate records management.	£
Information systems – Number/volume User of: Fleet Management system Fuel Management System Telematics Vehicle Tracking and Performance System Electric Vehicle ChargePoint Management System	£

Delegation

Deputise for the Fleet Garage Support Officer as and when required.

Demands within the job

Element	Demands
Physical demands:	• Required to sit at a workstation for most of the working day with some manual handling requirements from processing deliveries of goods. • May have to endure bad weather when outdoors in the vehicle compound. • Occasionally required to drive or move cars to large vans
Mental demands:	• The need for continuous accuracy and attention to detail. • Continuous need to be flexible, highly organised and able to multi-task and prioritise work to meet deadlines with frequent interruptions and conflicting demands. • Analytical and judgmental skills are often required when questioning customers and explaining policies. • Occasionally required to respond independently to unanticipated problems and situations including vehicle breakdowns and accidents.
Emotional demands:	• There may be occassional contact with angry or demanding individuals, both external and internal.

Normal work location

- ☐ Normally office based
- ☒ Office based but with some site/home/meeting visits
- ☐ Role involves substantial travelling with occasional visits to identified work base

Business travel

- ☐ No business travel
- ☐ Some business travel. Postholder may be called upon to provide own vehicle
- ☒ Some business travel. Council vehicle may be provided to postholder
- ☐ Postholder employed as driver/required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental:

- ☐ Minimal/Normal office environment

- ☒ Some
- ☐ Significant

Aggressive/Difficult clients:

- ☒ Minimal
- ☐ Some
- ☐ Significant

Other conditions

DBS check required:

- ☐ Enhanced
- ☐ Standard
- ☒ Not applicable

Work flexibilities/Restrictions

Politically restricted post:

- ☐ Yes
- ☒ No

Home/Mobile phone provided:

- ☐ Yes
- ☒ No

Protective clothing provided:

- ☒ Yes
- ☐ No

Language skills – Workplace assessment levels

(i) Listening

Level	Definition
0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

Level	Definition
0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

Level	Definition
0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing

Level	Definition
0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision

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