

JOB DESCRIPTION

Post: Workshop Support Co-ordinator
Grade: Band C **Job Evaluation Ref:** JE65
District/Department: Joint Transport Services
Sector/Section: Workshop
Location: OCC Wymondham or Martlesham PHQ
Reporting to: Workshop Team Leader OCC Wymondham
or PHQ Martlesham

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

Responsible for providing reception and administrative support to the Workshop Team Leader and Auto Electrical Team Leader.

2. Main activities of the role *(This list is not exhaustive)*

- Provide reception duties for OCC Wymondham and PHQ Martlesham workshops
- Answer the workshop telephone and direct workshop calls as appropriate
- Book vehicles in for service and repair based upon current workshop loading parameters
- Raise job cards for service and repair jobs, developing a good understanding/working knowledge of the Fleet Management system (TRANMAN).
- Assist the Team Leader's to ensure vehicles are received appropriately for servicing or repair, determining with the customer the nature of vehicle defects and undertaking the preparation/processing of job cards
- Liaise on a regular basis with customers, suppliers, sub-contractors etc
- Liaise with Senior Drivers regarding the collection and delivery of vehicles
- Assist the Team Leader to obtain repair estimates as required and ensure full use of all warranty opportunities
- Administer the Income Generation Scheme, raise invoices, monitor payments and send monthly report and payments to Financial Services (Norfolk only)
- Raise invoices for any external workshop jobs
- Book vehicles for external MOT
- Arrange Police vehicle recoveries
- Filing appropriate workshop related correspondence
- Run servicing reports on the Suffolk Triscan system and arrange vehicle services with the workshop supervisors (Suffolk only)
- Administer fuel card requirements, hire cars, including day-to-day logistics, collections and deliveries.

- Provide ad-hoc reports on rentals
- Any other duties that are commensurate with the role and grade as may be requested by management

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

Post: Workshop Support Co-ordinator

District/Department: Joint Transport Services

Location: OCC Wymondham or Martlesham PHQ

Essential Criteria

1. Proven ability to demonstrate good communication and interpersonal skills
2. Competent IT skills with experience of Microsoft office, particularly Excel
3. Proven ability to extract, manipulate and record figures (financial and other numerical data with accuracy); understand and interpret information
4. Demonstrate ability to work effectively as part of a team with limited supervision.
5. Proven ability to work accurately with close attention to detail.
6. Proven experience of working in a customer service environment
7. Proven ability to work to tight deadlines and manage/prioritise workloads

Desirable Criteria

1. Previous working experience of working in an office providing transport-related services
2. Recognised qualification in business administration or fleet management or equivalent