



SECTION 1 - JOB DESCRIPTION

JOB DETAILS

Job Title	Head of Fleet	Band	AfC 8C
Hours of Work	37.5 hours per week	Base	Regional/ Negotiable
Department	Fleet	Directorate	Operations Support

PART A: JOB SUMMARY

Maximisation of vehicle availability is the key operational objective for this post-holder, ensuring that the Trust's vehicles are fit for purpose, comply with all relevant statutory, legislative, and financial requirements, and are maintained in a safe and effective manner. The post-holder must manage the Trust's fleet now to meet its operational, financial, and corporate targets, and have a vision for future delivery of fleet and workshops services.

The post-holder must lead and manage fleet professionals within all localities of the Trust, providing technical expertise, support, and direction to both Trust staff and external bodies.

They must support the development and implementation of fleet strategy and policies, including fleet design, procurement, and management.

The post-holder must develop and maintain data and information systems to report on all aspects of fleet performance, providing recommendations for action required.

The post-holder will provide expert advice to the Deputy Chief of Clinical Operations and report the compliance with the Trust's statutory and mandatory requirements relating to all fleet issues through the Trust's governance structure.

The post-holder will develop short, medium, and long-term objectives in support of Trust's Green Plan and sustainability objectives, with respect to EV implementation.



PART B: ROLE DUTIES, RESPONSIBILITY, AND ACCOUNTABILITY

Management of staff

- Lead and manage fleet department teams at all locations, including recruitment, appraisals, staff development and performance management issues.
- Liaise on a regular basis with the senior and operational management teams to ensure appropriate communication of fleet issues.
- Undertake regular training needs analysis of the fleet teams across all localities and make recommendations for team and individuals in conjunction with the Trust's learning and development team.
- Ensure adherence with service and department procedures, instructions and regulations including discipline and grievance disputes, and Health and Safety at Work issues.
- Undertake regular reviews of the fleet establishment to ensure its efficient, cost effective, and fit for purpose, and make recommendations as required.
- Develop and lead a culture of innovation and flexibility of service within the fleet/workshop teams to reduce downtime to a minimum and maximize vehicle availability.

Vehicle maintenance

- Develop and manage Service Level Agreements and associated contracts with internal and external providers for the provision of maintenance, repair, and vehicle recovery.
- Monitor and manage the Trust's vehicle maintenance programme and provide high level reports, as required, to varying internal and external audiences.
- Monitor the performance on quality, conformity to specification and value for money of all providers of vehicle maintenance and repair.
- Develop quality standards for performance of both internal and external service and maintenance providers. Monitor the performance of all providers providing regular formal feedback and remedial action plans, as required.
- To provide a system of fleet maintenance, repair and vehicle availability monitoring that ensures vehicles are available to meet operational demand, by hour of day, day of week and location.
- Ensure the management of the day-to-day provision of any independent or specialist contractors in co-ordination with the Trust's maintenance contractor/s throughout all localities to ensure the provision of services required for Trust vehicles.
- Develop and monitor compliance with Trust fleet procedures throughout all localities and to ensure effective management and administration of the fleet at a Locality level.

Accident management including claims processing and insurance

- In conjunction with the Driver Training Unit (DTU) and driving standards team, support the development and maintenance of policy and procedures for accident management that includes effective root cause analysis, risk assessment and trending and the development of policies for remedial action.
- Analysis of Trust accidents using insurance and telematics data, with recommendations for action.
- Ensure an effective accident repair programme that tracks progress of an event from the point of impact to the completed repair and return to service of a repaired or replacement vehicle.
- Monitor the performance on quality, conformity to specification and value for money of all the Trust's accident repair contractors.



- Support the process to negotiate and manage the Trust's Fleet Insurance arrangements, including premium cost, reporting procedures, investigation of serious accidents, collating data, processing the Trust's uninsured losses and acting as a point of contact for the Trust's insurers on third party claims.

Fuel provision

- Support the negotiations and advise/provide recommendations to the Trust in all contracts placed for supply of fuel and oil products.
- Develop a system that provides meaningful and accurate information for appropriate reports on fuel cost and volume of fuel used by Trust vehicles and present these together with conclusions and recommendations for action, as appropriate.
- Ensure that fuel expenditure is monitored to assist financial and budget management and forecasting within all localities.
- Develop systems that ensure compliance with the Trust's Standing Financial Instructions for the ordering, receipt and issue of the Trust's fuel cards, and that electronic fuel card transactions supplied by the Trust's approved fuel card supplier are recorded on the fleet management system.
- To ensure that regular monthly checks of fuel stocks at all Trust bulk fuel installations are recorded and that appropriate stocks of fuel are maintained at each location.

Data and Reporting

- Develop and maintain a system for the collection and analysis of fleet and workshops key performance indicators.
- Generate meaningful and accurate information for appropriate reports on vehicle costs and activities within the Fleet department and present these together with conclusions and recommendations for action.
- Advise on software and reporting requirements for fleet management and ensure effective operation of this system throughout all localities.
- Maintain the vehicle fleet maintenance software package and provide management reports, as required.
- Ensure the application of process throughout all localities to maintain accurate and up to date fleet information is held on the Fleet Department's fleet management computer system.
- Ensure comprehensive individual vehicle maintenance records are maintained, analysed and acted upon, as appropriate.
- Provide information, analysis and advice to the manager responsible for Health and Safety within the Trust on road traffic accidents.
- Ensure provision of regular reports on vehicle accidents to Trust committees, as required.

Budgetary Management

- Ensure budget management/controls are applied throughout the teams.
- Prepare and manage the annual fleet budgets and within the delegated limit set and establish, monitor and maintain a budget monitoring system meeting the needs of both Operations and Finance Directorates, within Standing Financial Instructions.
- Develop and monitor Cost Improvement Plans and ensure plans are robust/consistent with Trust requirements.
- Lead the technical element of negotiations for vehicle procurement, including lease/maintenance funding, producing proposals and recommendations to the Trust, as required.
- Identify trends in expenditure and maintain long term cost control for maintenance and replacement of vehicles.



External Contracts

- Lead the process for identification and selection of providers and the negotiation of contracts for vehicle maintenance, repair and recovery throughout all localities ensuring compliance with Trust's Standing Financial Instructions/Standing Orders and demonstrating best value.
- Performance manage all vehicle contracts ensuring continuity of supply for maintenance, spare parts, vehicle leasing, vehicle insurance and fuel supplies ensuring effective service and cost control and value for money.
- Provide expert advice relating to fleet provision for all fleet related tenders and contracts.
- Ensure all contracts are developed and managed within the Trust's Standing Financial Instructions.

Vehicle Design and Procurement

- Liaise with all stakeholders with an interest in vehicle design, such as health and safety colleagues, end users, and trade union representatives.
- Monitor feedback regarding vehicle design, quality of maintenance and repair and manage issues appropriately.
- Lead and co-ordinate the introduction and evaluation of new vehicle mounted equipment.
- Provide expert knowledge of specialist aspects of vehicle equipment, in particular, fixation of clinical equipment, electronic and the more sophisticated electrical systems on emergency ambulances, in keeping with statutory requirements and best practice within the industry.
- Alongside procurement specialists, lead the process for all new vehicles, as necessary, to provide timely delivery of these vehicles within agreed budget costs.
- Develop a rolling vehicle replacement programme for all Trust vehicles and report to relevant Trust governance groups in keeping with Trust governance requirements.
- Advise the Trust on its vehicle replacement policy in keeping with the Trust requirements, as agreed by the Trust Board.
- Manage the disposal of surplus vehicles in keeping with the Fleet strategy and the Trust Standing Financial Instructions (SFI's) and Standing Orders (SO's).
- Develop and maintain a system of vehicle maintenance, modification and repair that ensures the Trust has enough vehicles to meet operational demand.
- Provide expert advice and guidance to the Trust's maintenance providers concerning issues related to specialist suppliers/products and, where appropriate, assist to develop links between maintenance providers and these specialist suppliers for training, warranty and technical advice.

National Strategic Ambulance Fleet Group

- Represent the Trust at the meetings of the National Strategic Ambulance Fleet Group and other national professional bodies or stakeholder groups, as directed.

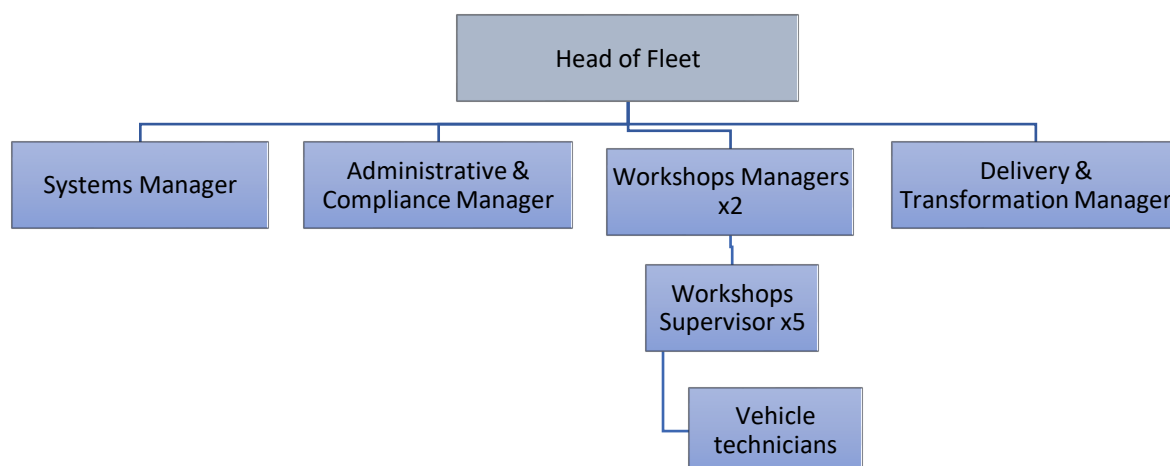
Other

- Provide expert professional advice to the organisation on all aspects relating to transport issues.
- Undertake formal evaluation projects relating to vehicles and vehicle mounted equipment.
- Ensure that all vehicles comply with the provisions of the Road Traffic Acts, Licensing Authorities, Vehicle Construction and Use Regulations and any other statutory instruments and Regulations which affect the operation of the vehicle fleet.



- To maintain professional registration and undertake continuous professional development as required.

PART C: STRUCTURE CHART



PART D: KEY STAKEHOLDERS

Internal

- Clinical Operations Senior Team
- Executive Leadership Team
- Operations Support Team
- Heads of Clinical Operations
- Operational Management Teams
- Support Services i.e HR, Finance, Procurement, IT etc
- IPC Team

External

- External Contractors/companies
- Other emergency services
- Other NHS Trusts Other NHS Trusts

PART E: TRUST GENERAL STANDARDS

DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service Certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

Posts that are exempt from the Rehabilitation of Offenders Act 1974: Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.

Flexibility: The post holder may be required to work at any of the Trust's sites, in line with service needs.



Infection Prevention and Control: All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the Infection Prevention and Control Policy, and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information, and Computer Misuse: The information being handled by employees of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the Terms of Employment Contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified, as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with, Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.

Health, Safety, Security and Risk Management: All staff are required to adhere to, and act consistently with, all relevant health and safety legislation, and Trust policies and procedures, in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing, and the achievement of the Trust's objectives, in accordance with the Trust's Risk Management Strategy and policies.

Major Incident: In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), and to undertake training as necessary.

Business Continuity: All AfC Band 7 post holders and above are required to ensure that the Business Continuity Management System requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's Business Continuity Management System. This includes communicating the importance of effective business management to their team(s), and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's Business Continuity Management System.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect, and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

Mandatory, Job-Related Training, and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation, and identifying any reasonable adjustments you may need for learning, at the earliest opportunity.

Safeguarding Children and Vulnerable Adults: All employees have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this, and your responsibilities, can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a No Smoking Trust and all staff must comply with the Trust's No Smoking Policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships, and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations, and the delivery of treatment and care to patients.

Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties, or offer to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.



Sustainable Development: EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.

PART F: DBS REQUIREMENT

Does this post require a DBS check to be undertaken?		Yes	No
If yes, please indicate what level of check is required:			
Basic Standard	<input type="checkbox"/> <input type="checkbox"/>	Enhanced Enhanced with Child & Adult Barred list	<input type="checkbox"/> <input type="checkbox"/>
<p>EXAMPLE ONLY:</p> <p>Enhanced with Child & Adult Barred Lists</p> <p>Rationale: First Person on Scene qualification will be required for the role. As such, the Trust is asking for the post holder to effectively act as a Community First Responder and potentially stop and help a patient, as required, when out in a marked vehicle, therefore providing health care advice. This should be considered as a normal part of their activity and should be treated the same as a Community First Responder, ie an enhanced with barred list check. This is irrespective of whether they hold a clinical grade or non-clinical grade.</p> <p>For support and guidance on which roles require/eligible for a DBS check please go to: https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool or https://www.gov.uk/government/collections/dbs-eligibility-guidance</p>			
Has the DBS level been approved by EVC Panel:		Yes	No
Date DBS level approved:			

PART G: JOB DESCRIPTION (AUTHORISATION)

This Job Description reflects the current main organisation priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder, in line with service needs and priorities.

Line Manager's Name/Signature:	Dated:
Job Evaluation (Indicative/Provisional Band) Approved:	Dated:
Job Evaluation (AfC Band) Approved:	