



Role Profile

Role Profile Part 1			
Role title	Transport Department Office Manager	Grade/Rank	SO1
Dept/Area	Transport	Vetting Level	
Responsible to	Deputy Fleet Manager	Staff line managed	Clerical and administrative staff
Reviewed by (Line Manager)	Josh Jones	Date	02/12/2024
Purpose of Job	To manage the administrative functions and the associated systems within the Transport Department.		
Key Accountabilities	1. Provide first line management to staff, including, but not limited to, the recruitment and selection of new staff, training and developing, managing performance and wellbeing in line with the relevant force policies and procedures. 2. To direct and manage the day-to-day allocation of tasks within the team, monitoring the volume of incoming work, ensuring that resources are available so that an effective service, in line with any service level agreements, is provided. 3. Monitor the effectiveness of the team, including auditing any relevant systems, processes and information. Review and interpret performance data to ensure the most appropriate use of resources, to identify areas of improvement and any specific training requirements. 4. To be responsible for the management of: ➤ The Trakka System. ➤ The Car Lease / Salary Sacrifice Scheme – from the point of initial enquiry through to the purchase of a vehicle. ➤ The checking and inspection of all new vehicles delivered into force. ➤ The completion of the relevant IBC administration processes relating to the ordering of vehicles from the capital plan. ➤ The new service code inputting requirements. 5. To create, provide and analyse information, including, but not limited to: ➤ A weekly workshop vehicle servicing programme. ➤ A weekly updating of the fleet information on MID and congestion charging.		



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	➤ A quarterly KPI assessment for the Transport Department. ➤ A quarterly vehicle cost analysis, including the recharging of areas and/or departments. ➤ Responding to Freedom of Information requests. ➤ Running reports on outstanding vehicle defects, liaising with the Workshops to inform and update force records. 6. Act as the systems manager for all Transport Department IT systems, including, but not limited to: ➤ Developing the Tranman Fleet Management system. ➤ Fault reporting. ➤ Password maintenance. ➤ Data protection. ➤ Providing support, administration, training and resolving issues. ➤ Updating the intranet, in accordance with corporate standards. g. Act as the point of contact for the vehicle fleet information and defect reporting web portals and pool car booking service(s). 7. To give regular and effective service. Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. May be asked to carry out fire warden duties to meet required standards if required. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role



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Role Profile Part 2			
CVF Recruitment Competencies and Level	We are Emotionally Aware Level 2 We Take Ownership Level 2 We Deliver, Support and Inspire Level 2 We are Innovative and Open Minded Level 2 Integrity Impartiality		
Education/Qualifications	Essential: Educated to QCF Level 3 OR work experience deemed to have brought the post holder to a comparable level. Desirable: A professional, academic or vocational qualification which includes a significant element of statistical analysis and/or computing.		
Experience and Skills	Essential: ➤ Significant experience of working in a busy administrative environment, undertaking complex administrative tasks to a high standard. ➤ Experience of statistical analysis and the provision of management information. ➤ Proven managerial/supervisory experience, with practical experience of problem solving, effective decision making, the supervision of work, resources and the resolution of HR issues. Desirable: ➤ Previous experience working within a policing and/or fleet management environment. ➤ Previous experience of motor vehicle transport costing workshop productivity analysis. ➤ Previous experience of undertaking analytical work and report writing. ➤ Previous experience with SAP Crystal Reports		
Approved by People Services	James Shardlow, Senior HR Adviser	Date	12/09/2022



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Role Profile Part 3		
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.	
	Resolute, compassionate and committed	
	We are Emotionally Aware	Level 2
	We Take Ownership	Level 2
	Inclusive, enabling and visionary leadership	
	We are collaborative	Level 2
	We Deliver, Support and Inspire	Level 2
	Intelligent, creative and informed policing	
	We Analyse Critically	Level 2
	We are Innovative and Open Minded	Level 2
Underpinning Values	Impartiality	
	Integrity	
	Public Service	
	Transparency	
Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required	
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.	

