



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Fleet Lead			
<b>POSITION NO:</b>		100353	<b>CLASSIFICATION:</b>		Band 7
<b>DIVISION:</b>		Infrastructure & Environment			
<b>BRANCH:</b>		City Works			
<b>UNIT:</b>		Strategic Projects Delivery			
<b>REPORTS TO:</b>		Coordinator Strategic Projects Delivery			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	No	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	No

*Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously, and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

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### POSITION OBJECTIVES

The primary functions of this role are to:

- Coordinate the day-to-day operations of Council's fleet services including but not limited to:
  - Administering the fleet booking system and other IT programs
  - Providing an elevated level of customer service to internal fleet users
  - Maintaining the fleet asset register
  - Scheduling the regular servicing and maintenance of fleet assets
  - Establishing and maintaining relationships with external service providers
  - Troubleshooting fleet issues as they arise
  - Preparing reports relating to the use of the fleet.
  - General administration.
- Lead process improvement projects across the branch to ensure Council's fleet operations are effective and efficient.

## ORGANISATIONAL CONTEXT

The City of Yarra is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing, and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Fleet Lead will be responsible for the safe, effective, efficient and complaint operations of the organisational fleet and other parts of the depot operations. The position requires a degree of flexibility and ability to work under competing demands.

## ORGANISATIONAL RELATIONSHIP

**Position reports to:** Coordinator Strategic Projects Delivery

**Position supervises:** External contractors and service providers

**Internal Relationships:** The incumbent will consult with staff at all levels within the organisation including Council staff, as required.

**External Relationships:** The incumbent will be required to maintain professional relationships with a range of service providers, government agencies, sector bodies, peak organisations, private sector bodies, residents, community groups and other service users.

## KEY RESPONSIBILITY AREAS AND DUTIES

- Coordinate the day-to-day operations of Council's fleet management function.
- Proactively identify opportunities for process improvement across the fleet services function
- Maintain fleet related asset management registers using corporate applications
- Communicate with users of Council's fleet management services via email, phone, and other channels to provide information and help resolve issues.
- Consult with all levels of staff and management, internal and external clients and other parties while providing excellent customer service.
- Manage Council's fleet booking system and other systems required to operate the fleet.
- Develop strong relationships with external service providers to ensure that Council's fleet is maintained to a high standard.
- Schedule the regular servicing and maintenance of Council's vehicles.
- Develop accurate reports to help understand the utilisation of Council's fleet.
- Develop and implement a plan to transition Council's fleet to zero emissions.
- Undertake procurement activities including the development of quotations and contract specifications to corporate standards to enable the compliant and effective engagement of service providers to maintain and operate Council's fleet.
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- Keep abreast of all applicable standards and regulations in relation to City Works operations to ensure the highest level of compliance.
- Undertake leadership roles such as the branch occupational health and safety representative and/or emergency evacuation warden as required.

Undertake other tasks and duties required to ensure a safe, effective, efficient, and compliant

operations. Safety and risk

- Leading the development of occupational health and safety policies and procedures for operation of the depots. This may include acting as an OHS representative for the site.
- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

### **Sustainability**

- Embrace the following Sustaining Yarra principles through day-to-day work:
  - Protecting the Future
  - Protecting the Environment
  - Economic Viability
  - Continuous Improvement
  - Social Equity
  - Cultural Vitality
  - Community Development
  - Integrated Approach

### **Yarra Values**

- We aim to achieve the greatest outcomes for the community through delivering our Council Plan and working with, and for, all in Yarra.
- Our values guide our conduct and working relationships with colleagues and the community.
  - Accountability
  - Respect
  - Courage

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The position is accountable to the Coordinator Strategic Projects Delivery for:

- Working autonomously and driving a significant work program.
- Acting within established operational and budgetary guidelines and the provisions of relevant Acts, regulations, codes, and policies.
- Operating with limited supervision, demonstrating initiative, seeking advice, and escalating issues, when appropriate.
- Understanding that any actions taken may have a significant impact on programs, projects and a significant effect on clients or groups.

## **JUDGEMENT AND DECISION MAKING**

- The role is required to draw upon professional experience and expertise, to solve problems, both technical and administrative, including problems not previously encountered.
- The role is problem solving in nature and must show initiative to proactively improve service delivery and generate enhanced performance.
- Guidance and advice is not always available and the role is required to use judgement to make operational decisions in delivering day to day services.
- Any actions taken may have a significant impact on programs, projects and a significant effect on clients or groups.

## **SPECIALIST SKILLS AND KNOWLEDGE**

- Experience in working in a complex operating environment such as a local government works depot, fleet services department within a large-scale organisation, continuous improvement project delivery or other equivalent setting.
- Sound understanding of change management practices and principles, including

successful past performance in implementing changes aimed at improving organisational performance.

- Analytical and investigative skills to research, plan for and drive operational projects.
- Knowledge and familiarity of principles and practices of budgeting and accounting/financial procedures.
- Exceptional time management and organisational skills to manage a busy workload with competing demands. The role must balance day to day operational tasks with long term projects tasks to ensure the achievement of strategic objectives.
- Advanced verbal and written communication skills to deliver exceptional standards of customer service.
- Demonstrated ability to learn new IT programs and systems, to be a super user of these systems and effectively educate others on how to use new systems.
- A deep understanding of organisational values and the legal and political context in which the branch operates.
- A deep commitment to compliance including researching and understanding applicable laws, regulations and best practice standards and devising strategies to ensuring the achievement of such standards.
- Experience and knowledge of council operations environment and/ or fleet services would be an advantage.
- Experience in project delivery would also be an advantage.

#### **MANAGEMENT SKILLS**

- Ability to maintain a high level of professionalism, integrity and confidentiality at all times.
- Effective and well-developed influencing, motivating skills and ability to effect change.
- Ability to solve problems through discussion, consultation, collaboration, and teamwork.
- Ability to plan, implement and manage the work objectives and priorities of the team within the resources available and an environment of change and despite conflicting pressures.
- Ability to manage change in an environment of resource constraint.
- Ability to solve problems through discussion, negotiation, and teamwork.

#### **PEOPLE SKILLS**

- Demonstrated ability to build and maintain strong relationships with a range of stakeholders to lead the resolution of intra-organisational problems and drive continuous improvement.
- Ability to discuss and resolve specialist problems whilst liaising counterparts.
- Ability to gain cooperation and assistance with clients, other employees, and members of the public in the administration of broadly defined activities.
- Ability to be flexible and respond to competing demands.
- Well-developed oral and written communication skills to deliver a high standard of customer service.
- Ability to represent Council in a positive and professional manner.

#### **QUALIFICATIONS AND EXPERIENCE**

- A relevant heavy stream mechanical qualification or substantial subsequent relevant related industry experience is advantageous.
- A degree or diploma in a relevant field and several years relevant experience or lesser formal qualifications with some experience will also be considered. Relevant fields may include business management, logistics management, operations management, project management, change management, accounting and finance, education and training, fleet management or other related field.
- Competency in the use of Microsoft Word and Excel.
- Experience in successfully learning new corporate systems and training others in the use of such systems.
- Experience in delivering operational projects and/or implementing change to a high standard, on time and within budget.

- A valid Victorian driver's license is essential.
- A Heavy Rigid license is advantageous.

## **KEY SELECTION CRITERIA**

1. Demonstrated experience in managing an organisational fleet, including coordinating service and maintenance schedules, fleet booking systems, establishing fleet related procedures, budgeting and logistics management.
2. Demonstrated experience in solving complex organisational problems and troubleshooting issues in a face-paced operational environment.
3. Demonstrated experience in effectively managing a busy and varied workload, including the ability to prioritise, schedule activities and balance a variety of tasks.
4. Advanced communication skills including the ability to effectively consult with internal customer and stakeholders within the organisation as well as external service providers.