

Role Profile

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Fleet Driver/assistant
Grade	PS5	Reports to (role title)	Workshop Supervisor
		Directorate/School	Community Protection and Emergencies
JE Band	161-191	Service/Department	Surrey Fire and Rescue Service /Logistics
		Date Role Profile was created	Nov-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role of the Driver/assistant is to contribute to the work of Surrey Fire and Rescue Service by directly providing a range of support services within the fleet and engineering department.</p> <p>Responsible for movement of appliances, equipment and vehicles between stations, workshops, manufacturer's premises and nationally as the service requires.</p> <p>Carry out routine checks, cleaning and basic upkeep of pool car fleet and other SFRS support vehicles, ensuring they remain roadworthy, safe and ready to use as required.</p> <p>Cleaning and maintenance of workshop areas, tools and equipment and the collection of spare parts from suppliers.</p>
Work Context	<p>The workshop department provide essential operational equipment and delivery of front line appliances and support vehicles for Fire Stations and all Fire and Rescue Service teams and locations.</p> <p>The role holder will ensure operational support vehicles, reserve and frontline appliances are kept roadworthy, safe, clean and in a constant state of operational readiness.</p> <p>They will ensure the provision of effective communications by operating a professional customer service to SFRS personnel, other fire services, SCC departments and suppliers/contractors with any enquiry regarding items of equipment, collection of spare parts to maintain the professional image of the Service and to deliver services within the SCC Values.</p> <p>Contribute to the maintenance of a healthy, safe and productive working environment by monitoring the environment and ensuring compliance with the standards of health, safety and security required by the Service.</p> <p>The role holder needs to be reasonably physically fit and healthy as the role will require frequent lifting, loading and unloading of operational equipment.</p> <p>The post holder will be required to drive various large sized vehicles [eg Fire Appliances], and also support the wider logistic team vehicle movement operations, thus the requirement for a category C1 driving licence.</p> <p>Perform other duties within Logistic Support as required enabling service targets or schedules to be met.</p>
Line management responsibility if applicable	No line management responsibility.
Budget responsibility if applicable	Indirect budget monitoring, providing advice and recommendations to ensure best value across the supply chain

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. • Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Experience of working in logistics / workshop environment. • Have knowledge of manual handling regulations and confidence in safe manual handling procedures. • Excellent written and oral communication skills with the ability to build sound relationships with customers and service users. • Previous experience of working in a large, multi-site organisation. • Experience of conducting routine checks on vehicles to ensure they are roadworthy, safe, and ready to use. • Have excellent interpersonal skills to work co-operatively and flexibly as a member of a team, and to liaise effectively with staff at all levels. • Can work with accuracy, plan and prioritise work with the ability to adapt to changing situations and an understanding of using stock management systems as well as competence in general office IT tools such as Excel, Word and Outlook. • Have a "can do" attitude and can work to resolve issues independently when appropriate. • Experience liaising with internal and external clients to resolve issues satisfactorily. • Understanding and commitment to SCC's values including equality and diversity. • Have experience of driving large vehicles, planning, and adapting routes. • Current full clean UK driving license [category C1], no previous driving disqualifications. • Excellent knowledge of Surrey geography and major road layout.
<p>Role Summary</p>	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>
<p>Reference Number</p>	<p>BM-2025-421</p>