



## FLEET ADMINISTRATOR

<b>Department:</b>	Finance & Operations
<b>Job title:</b>	Fleet Administrator - Part time, 21hrs per week
<b>Accountable To</b>	Facilities & IT Manager
<b>Based at:</b>	Head Office, Leatherhead
<b>Salary:</b>	£25,000 (£15,000 pro rata)

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.

### Job Summary

The Fleet Administrator will form a vital part of the Finance and Operations Team supporting the Facilities & IT Manager in the management of the Rainbow Trust fleet. This is a newly-created part time role following a period of growth.

The post holder will be responsible for the efficient administration of the fleet to ensure that Rainbow Trust vehicles are managed effectively, accurate records are maintained and costs are minimised, working closely with suppliers to ensure the smooth running of the fleet with minimal disruption.

Rainbow Trust operates a fleet of approximately seventy vehicles situated across our nine regional teams. It is vitally important that our Family Support Workers have a reliable vehicle so that they can provide critical support to families including attending family visits and transporting families to hospital.

The Fleet Administrator will live the Rainbow Trust values and will work collaboratively across the organisation.

## Areas of Responsibility

### (specific to role)



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

#### General Fleet Administration

- Act as the main point of contact for all queries regarding vehicle issues including car accidents and other driving related queries
- Manage accurate and up-to-date records using the Fleet Master spreadsheet, including fines and other charges, in accordance with the Vehicle Policy.
- Manage monthly reporting processes including mileage and speeding reports, responding to all queries and distributing reports as required
- Conduct annual driver licence checks and other named drivers for the annual insurance renewal and update the Motor Insurance Database (MID) as required.
- Liaise with the respective leasing company to ensure repairs, breakdowns and services process is managed efficiently.
- Manage and process all monthly supplier invoices.
- Utilise the HMRC portal to update the vehicle information for new employees and ensure timely communication to company car drivers when any changes are needed.
- Manage the P11Ds process annually.
- Keep abreast of the Government Fuel Advisory rates and advise the finance team of any changes.
- Ensure all vehicles are enrolled in all applicable toll schemes for all areas covered by the Care Teams.
- Manage the administration of fuel cards and onboarding of Company Car drivers.
- Assist with any ad hoc requests by Rainbow Trust Management.
- Will be required to assist the Facilities and IT manager with ad-hoc tasks/projects according to the workload.

#### Vehicle Maintenance

- Manage the Family Support Worker vehicle check forms and organise repairs as appropriate.
- Liaise with third party supplier to ensure all leased vehicles are fitted with Telematics trackers and report issues when advised by driver.
- Monitor the online system to ensure all vehicle journeys are recorded.
- Ensure dashcams are fitted and operational in all vehicles.
- Ensure employees are aware of their responsibility in accordance to the Vehicle Policy.

#### Leasing

- Work closely with the Facilities & IT Manager and the broker, to identify new leases for cars nearing the end of lease and manage the administration of the order process.
- Work in collaboration with the car broker and lease companies to organise the delivery and replacement of leased cars with minimum disruption to the Care Team.
- Manage the process of end of lease and return of vehicles.
- Process the order of hire cars or short-term lease cars when required and remain the point of contact for any issues.

## General Responsibilities



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### Leadership and Strategy

- Provide advice and guidance for colleagues, volunteers and interns
- Operate in compliance with relevant legislation, best practice, and policy
- Commit to Performance Management Process (PMP) and develop stretching objectives to meet the strategic plan
- Take responsibility for own professional development following the PMP process
- Professionally represent the department and the charity internally and externally
- Live the Rainbow Trust Values.

### Operational and Project Planning

- Develop and proactively manage own individual work programme in consultation with line manager to weekly, monthly, quarterly and annual timeframes
- Take individual responsibility for meeting agreed outcomes and objectives
- Monitor work programme progress against agreed KPI's and targets and report any variance
- Organise own time and resources effectively and use initiative.

### Working with Customers and Service Delivery

- Liaise effectively with external suppliers (e.g. suppliers, lease companies) to deliver excellent Fleet service.
- Act as a representative of the charity to a variety of external and internal audiences, in different contexts and events
- Ensure requests for information and action from employees and suppliers are responded to promptly and their reasonable expectations are met
- Report any complaints received to the team from supporters, suppliers or any other external or internal contacts
- Relay information and supporter contact via the required internal mechanisms
- Develop and maintain relationships with external providers to support staff to be the best they can be and remain an employer of choice.

## Developing, Maintaining Systems and Procedures

- Effectively use suite of MSOffice products to keep records current, complete and accurate
- Take a continuous improvement approach to activity striving for maximum efficiency and effectiveness
- Ensure data relevant to areas of responsibility and activity is appropriately recorded and stored in Excel.
- Utilise and interrogate data to monitor progress towards individual objectives
- Contribute to wider data collection and analysis exercises across the department
- Ensure compliance with data protection guidelines, GDPR and corporate policy, including regular data cleansing exercises.

## People Management and Development

- Support in the recruitment and retention of high calibre volunteers and interns, following best practice and HR legislation
- Inspire and provide advice and support to volunteers and interns under the direction of line manager and to Volunteer Management guidelines
- Recognise and value the contribution of volunteers and interns.

## Team Working and Collaboration

- Proactively share professional knowledge and expertise to colleagues and provide timely advice in line with policies and procedures
- Collaborate effectively with colleagues across the department and organisation in order to deliver to deadline and meet objectives
- Proactively participate in team meetings and away days, including Situation Behaviour Impact (SBI) feedback as well as the annual staff conference
- Attend training as necessary in order to meet changing needs, new technological developments and service requirements.

## Special Conditions

- All staff have a responsibility to maintain an up-to-date knowledge and awareness of issues around the safeguarding of children, through the completion of the relevant training at a level commensurate with their role
- All staff must adhere to Rainbow Trust's safeguarding policies and procedures
- Some UK travel may be required very occasionally
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.

# PERSON SPECIFICATION

## Fleet Administrator



SUPPORTING FAMILIES  
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### ESSENTIAL

### DESIRABLE

#### Experience

(Previous roles,  
types of organisations)

- Strong, varied, high-volume administration experience, which must include working with numerical data, customers and colleagues
- Experience of working in a customer facing role
- Experience producing accurate, high-quality work to deadline
- Experience of working in a team with demonstrable flexibility and adaptability to support team deliverables

- Worked in a charity
- Experience of managing a fleet

#### Special Competencies

(Specific job-related skills  
knowledge understanding)

- Strong verbal and written communications skills
- Excellent mathematical skills with experience of cost comparison exercises
- Excellent time management and organisational skills
- Strong MS Office knowledge including:
  - Office 365 – emails and diary management
  - Competent with Excel spreadsheets – ability to manage and manipulate data and report on outcomes to deadline
  - Competent use of Word

- Excel - advanced, ability to use Macros

#### Disposition

(Influence over others,  
dependability, self-reliance)

- Patient, helpful and supportive team member - works collaboratively with others
- Applies high level of attention to detail and produces precise high-quality consistent work to deadline
- Works well within established systems, standards and procedures
- Thorough and accurate - seeing work through to completion
- Conscientious and disciplined approach to work, well organised and can manage and plan daily workload

# PERSON SPECIFICATION

## Fleet Administrator

### ESSENTIAL

### DESIRABLE

#### Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Ability to promote accuracy and quality of work in a fast moving environment routine
- Technical and analytical focus within established systems and procedures
- Ability to plan and adapt according to changing situations
- Clear decision-making within defined job scope and policies
- Focused on job knowledge and expertise

#### Attainments

(Academic & prof qualifications & training)

- Educated to A level/or equivalent experience
- Advanced excel experience

#### Motivation

(Ambition, money, security)

- Commitment to meeting customer need and applying consistent clear and efficient processes
- Completing tasks accurately in a steady, methodical manner
- Producing high quality error-free work
- To become a specialist technical expert and valued team member

#### Circumstances

(Mobility, special demands of job, unsocial hours)

- Commitment to own continuing professional development
- Ability to work flexibly
- Some UK travel may be required