

About us...



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

<p><b>Job purpose:</b></p>	<ul style="list-style-type: none"> <li>- Providing an additional level of support to the Fleet Administrator for all company vehicle drivers within the Society.</li> <li>- Supporting the scheduling and making of appointments for all necessary vehicle repair and maintenance including servicing, MOTs, vehicle refrigeration units and tail lifts/lifting decks.</li> <li>- Supporting the processing of vehicle insurance claims and the recovery of uninsured losses.</li> <li>- Ensuring all vehicles remain maintained, licenced and tested in line with legal and manufacturer requirements.</li> <li>- Performing business analysis, alongside developing management reports and key performance metrics</li> </ul>
<p><b>You'll report to:</b></p>	<p>Operational Excellence Manager</p>
<p><b>Your hours</b></p>	<ul style="list-style-type: none"> <li>- 39 hours per week.</li> <li>- Typical working hours will be Monday – Friday, between 8.00am – 5.00pm.</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- A wide range of internal and external contacts, networks and collaborative partnerships.</li> <li>- Internal relationships may include among others, Communications, Marketing, Finance and Health and Safety</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- Experience of working in a similar environment is essential.</li> <li>- Professional, enthusiastic, have a strong attention to detail and can handle a varied and busy workload.</li> <li>- Excellent communication skills, both written and verbal.</li> <li>- Ability to work effectively within a team.</li> <li>- Able to prioritise and manage workload, working autonomously in a structured environment with a professional and approachable manner.</li> <li>- Adaptable, resilient, and focused on meeting deadlines where possible.</li> <li>- A good understanding of Office 365 platforms, Excel [intermediate level], Word and PowerPoint.</li> <li>- Full driving licence.</li> </ul>



**Providing and supporting**  
valued services



**Helping to grow the**  
local economy



**Caring for our**  
health and wellbeing



**Looking after**  
our local environment

## Together we are...

**Your Purpose** – I will contribute to my team and the Society’s ongoing success in this role by...

### Your duties and responsibilities

- Processing enquiries from Society drivers, via email, telephone and in person.
- Preparing and recording vehicle work schedules.
- Maintaining records for the purpose of monitoring historical, current and future maintenance and repair activities.
- Liaising with maintenance providers and making vehicle bookings as needed.
- Notifying drivers / business areas of any delays to vehicle maintenance and making necessary arrangements for any loan / hire vehicles.
- Seeking approval from your line manager for any costs of repairs and maintaining records of purchase orders and agreed costs if / where applicable.
- Processing invoices, ensuring that all expenditure is in line with agreed costs.
- Maintaining an electronic shared diary of pool car bookings alongside all service and repair bookings.
- Assisting with processing and maintaining the Society motor insurance claims.
- Processing the recovery of uninsured losses from motor insurance claims.
- Maintaining and providing periodic reporting of correct vehicle inventory, liaising with Finance team and other colleagues where necessary.
- Ensuring vehicles remain licenced and tested in line with legal and manufacturer requirements.
- Processing new vehicles onto the fleet in line with agreed requirements.
- Assisting the Operational Excellence Manager with general administration tasks as required from time to time.
- Supporting and oversight of the GNFR order requirements and ensure resource availability to support requirements.
- Supporting the weekly fire alarm tests, alongside checking lift operation and fire extinguisher condition and accessibility.
- Monitoring and managing 'open fleet cases', alongside processing and authorising invoices.
- Supporting the processing all fuel invoices, fuel receipts and mileage data.
- Producing and submitting various other management reports as required.
- Collation and distribution of management reporting (MI) and key performance indicators (KPI's).
- Processing weekly rosters for colleague payroll.
- Supporting the Operational Excellence Manager with business analysis and outputs, operational solutions, with a focus on continuous Improvement.



## Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

## Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

### I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving internal customer complaints and take corrective action.
- Sharing my knowledge with my "colleagues."
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the 'team' and its success.

### I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities