

Job Description

Fleet Hire Desk Officer

Service:	Passenger and Fleet Transport Service	Team:	Fleet Services
Location:	Bamber Bridge		
Salary range:	SCP 6 – 11	Grade:	5
Reports to:	Fleet Asset Manager	Staff responsible for:	N/A

Job Purpose

Post holders will be expected to:

- Provide administrative, procurement and compliance support to ensure the effective operation of the Fleet Services Hire Desk, maintaining accurate records, supporting statutory and internal processes, and delivering a high-quality service to managers, operational staff, and customers.
- Under limited supervision, maintain, update and extract information from relevant systems (including fleet/hire and financial systems), ensuring data accuracy and robust record keeping.
- Support the end-to-end hire process for vehicles, plant and equipment, ensuring the most cost-effective and compliant solution is sourced in line with Council policy and procurement frameworks.
- Respond to hire requests, enquiries and issues, resolving where appropriate and escalating complex matters in line with agreed procedures.

Accountabilities/Responsibilities

Hire Desk Operations

- Take responsibility for end-to-end hire desk administration for vehicles, plant and equipment, ensuring requests are actioned promptly, records are accurate, and service users receive clear updates throughout the process.
- Receive and process hire requests from Council departments, clarifying requirements (e.g., specification, location, duration, operational constraints), and ensuring a suitable and compliant hire is arranged.
- Check the owned asset register within the fleet management system to identify whether existing Council assets can meet the requirement before proceeding to external hire, supporting cost control and best use of internal resources.

Sourcing, Procurement & Supplier Management

- Source external hires through approved suppliers and procurement frameworks, obtaining quotes where required and ensuring hires are arranged in accordance with agreed procurement processes.
- Create purchase orders, ensure correct coding/authorisation routes are followed, and support financial monitoring activities relevant to hires.
- Liaise with suppliers to confirm availability, delivery/collection, off-hire arrangements, extensions, and any operational changes.

Invoices, Queries & Financial Accuracy

- Process supplier invoices and resolve queries, including rate discrepancies, hire duration disputes, damage/excess costs, and missing documentation—ensuring timely resolution and accurate payments.
- Maintain supporting audit trails (e.g., hire confirmations, extensions, off-hire notices, delivery notes) to support invoice validation and query resolution.
- Management Information (MI) & System Record Integrity
- Ensure supplier-provided MI is accurate and complete (e.g., hire dates, asset identifiers, costs, utilisation, compliance documentation) and upload / record MI into the fleet management system in line with team standards.
- Update spreadsheets and produce/interpret reports from fleet/hire management systems, providing timely and accurate information to managers (e.g., spend, utilisation, supplier performance, outstanding queries, compliance status).

Compliance, Safety & Regulatory Inspections (Hired Plant/Equipment)

- Support regulatory inspection and compliance processes to ensure hired plant and equipment meets required safety and legal standards before use, and that evidence is recorded and accessible.
- Coordinate/track certification and inspection documentation for hired equipment (e.g., LOLER / PUWER inspection reports, test certificates, maintenance records) and work with suppliers/stakeholders to rectify gaps promptly.

Stakeholder Engagement & Customer Service

- Collaborate with stakeholders and colleagues across Council departments to understand operational requirements and ensure the hire solution is suitable, compliant, and delivered to agreed timescales.
- Liaise effectively with internal and external customers, including suppliers, to support smooth service delivery and maintain professional working relationships.
- Deal with telephone calls and enquiries as appropriate, providing accurate advice, routine updates, and clear next steps.

Team Administration & Ways of Working

- Monitor individual and team mailboxes/work trays, prioritising and responding appropriately within agreed timescales.
- Provide support for meetings where required, including arranging dates, booking rooms/Teams links, preparing agendas, and taking accurate notes/actions.
- Produce letters, emails, and reports, ensuring correct formatting, accuracy and presentation.
- Manage your own workload to meet required deadlines, seeking supervision when required.
- Undertake any other reasonable duties commensurate with the role to support the team.

Other

Our Values

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focused

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

We expect all our employees to demonstrate and promote our values:

Supportive

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

Innovative

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification
Fleet Hire Desk Officer

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessments.

Please note – (A) will be assessed on the application form and (I) will be assessed in the interview.

Qualifications

4 GCSE's A-C or 4-9 including English & Maths or equivalent academic qualification.

Please note you will be required to provide evidence at your interview of the qualifications you have stated in your application that meet the essential criteria for this post.

If you do not have English and Maths GCSE's A-C or 4-9 or equivalent academic qualification substantial experience in an appropriate work environment demonstrating literacy and numeracy ability will be taken into consideration. You will still be required to have two further GCSE's A-C or 4-9 or equivalent academic qualifications.

Experience

- Working with customers internal and or external either face to face or by phone and email (A)
- Regular use of ICT systems and applications A)
- Support for meetings which could include arranging dates, room bookings and preparation of agendas, note taking and any other related tasks (A)
- Maintaining financial records and processing purchase orders and invoices (A)
- Using an electronic records management system (A)

Essential knowledge, skills & abilities

- Good understanding of vehicles, plant and equipment. (A) (I)
- Good understanding of vehicle, plant and equipment hire processes, including sourcing, off-hire, utilisation and cost-control principles. (A) (I)*
- Knowledge of compliance requirements for hired plant/equipment, such as LOLER/PUWER inspection certificates, safety documentation, and what evidence must be obtained and filed before equipment is used on site.*
- Knowledge of ICT systems including 365 Microsoft Outlook, Word and Excel (A)
- Ability to work under pressure within tight deadlines and to be able to prioritise conflicting demands (A) (I)
- Ability to work as part of a team and independently as required (A) (I)
- Ability to use own initiative to identify issues, problem solve and implement solutions (I)
- Excellent communications skills (A) (I)
- Ability to maintain filing systems (A) (I)
- Ability to respect sensitivity and maintain confidentiality of information (I)

Other essential requirements

- Commitment to equality and diversity (I)
- Commitment to health and safety (I)
- Display the LCC values and behaviours at all times and actively promote them in others (I)
- Commitment to participate in training appropriate to the role (I)

