

Job title	Fleet Controller
Reporting to	Head of Fleet and Maintenance
location	Kirkby in Ashfield
Job summary	<p>Svella Asset Services provides asset management, control and rental services of core and specialist vehicles and core and specialist equipment to its sister company, Svella Connect, as well as external clients. The provision of these services allows Svella Connect to focus on its core business flows and growth plans. Svella Connect is a telecommunications contractor working with Virgin Media and Openreach to expand the national fibre network. With depots in Warrington, Leeds and Kirkby in Ashfield, Nottinghamshire the business operates through these strategically placed offices covering the midlands and north of the country.</p> <p>Our vision is to be the employer of choice in the industry by investing in long-term growth, introducing technology, innovation and developing efficient ways of working to ensure excellent service for our clients and their customers.</p> <p>The Fleet support controller role is split into two rotational functions:</p> <p>Duty Fleet controller: reactive call interception dealing with live on-road or site situations and incidents that require a level of technical and compliance knowledge to ensure safety, compliant and efficient management of the incident to full conclusion. This may be live breakdowns, vehicle and equipment defects or third-party progress chasing and update requests.</p> <p>Fleet support controller: daily and weekly fleet housekeeping tasks and functions which include job card recharge processing and purchase order authorities, PCN processing and toll fee management as well as equipment event scheduling following up with hard copy and electronic vehicle and equipment file management.</p> <p>The candidate should have a proven track record of at least three years working in a fast pace open plan office environment, being able to multi-task and work with limited supervision, but not afraid to seek advice and help. Transport / Plant operations coupled with compliance and safety knowledge, workshop regimes and a customer support DNA is critical in this role. Effective written and verbal communication skills at all levels as well as an enjoyment of problem solving, conflict resolution and an attention to detail as well as ownership are key to Svella Asset Services.</p> <p>To schedule both Transport, Plant and equipment internal and external events using the LCV & LGV planning tools, inputting and updating Webfleet maintenance activities. Events include MOT, routine PMI, tacho calibration, equipment events, RFL, insurance inspections – any date, time, mileage or hours specific events will form part of this function and vehicle / equipment condition reports.</p> <p>To liaise with internal and external workshops and mobile engineers to accommodate the workload during the event’s due week. To also follow-up and confirm event closure within 24 hours of the booking – this forms part of a duty controller function.</p> <p>To weekly report on due and overdue scheduled events across all faculties. To follow up and prohibit the use of vehicles and equipment overdue, rebooking and enforcing the VOR procedures until cleared (likely weekend scheduled work).</p>

	<p>To ensure statutory compliance documentation across all faculties is received through Service documents portal within 24 hours of the event and uploaded into SharePoint, printed and hard copy filed - this forms part of the duty controller function.</p> <p>To prioritise the inbound front line controller phone system when on rota, answering within three rings, to ensure the front-line system is always monitored and is a proportional reactive focus given that live lane breakdowns, defects rendering equipment off-road will feature. Breaks and time away when on rota must be aligned to an alternative Fleet support controller – this forms part of the duty controller function.</p> <p>Inbound defect reports must initially be logged with particular focus around the driver defect number and nature of the problem – damage or equipment failure. The defect must be aligned to the nearest and most appropriate repair agent or service point – RS Recovery, Mendahose, Lodge tyres for example to ensure the approved agent is used and the repair is concluded – this forms part of the duty controller function.</p> <p>Defect notes must be received signed off by the repair agent via the service documents portal prior to returning the vehicle into service. The defect must be logged and closed as well as uploaded into SharePoint in full conclusion. The defect log should be checked daily when in duty controller function – this forms part of the duty controller function.</p> <p>Liaise where necessary with the Huthwaite workshop supervisory team or Transport compliance team on any technical matters relating to live incidents, breakdowns or situations or matters of a statutory compliance nature.</p> <p>To manage the internal job card process in order that purchase orders through Business central can be controlled, to facilitate parts procurement, service provision, maintenance requirements both internal recharge and external third party. PCN, fine penalty and toll clearance activities also form part of this area within the fleet controller role. The registration followed by the job card number must be used for reference for internal work or external procurement.</p> <p>To arrange accident damage estimates, complete the collision damage log, estimate log, and progress the repair activity utilising the T card system, liaising with 3rd party Bodyshop’s and our internal insurance department to progress the recharge route whether in-house or insurance. To raise the respective purchase order and close the activity accordingly.</p>
<p>Skills, qualifications and experience required</p>	<p>The job holder has a responsibility to carry his/her duties in an efficient and conscientious manner</p> <p>The job holder will undertake appropriate operational, compliance, technical and commercial awareness training relating to the role.</p> <p>To interact with internal departments/suppliers/customers in pursuance of the stated duties.</p>
<p>Salary & Benefits</p>	<p>For the right candidates we offer an attractive benefits package in a rapidly expanding forward thinking company. Competitive salary depending upon experience and qualifications.</p>
<p>Applications</p>	<p>All applications in writing, including full CV to: recruitment@svellaconnect.com or please visit our candidate portal via our website https://www.svellaconnect.com/careers</p> <p>At Svella, we are committed to creating inclusive opportunities for all our employees. We encourage applicants from all backgrounds to reflect the communities in which we operate and serve, and the customers we support. Please do let us know should you require any reasonable adjustments during any part of the application process.</p>