



Role Profile

Role Title	London Car Service Manager
Business group and team	NSG – RTSS Classified Services
Job Purpose Overview	<p>Reporting to the Head of QM Section the London Car Service Manager is responsible for managing the integration and execution of a diverse range of activities in the provision of Logistical Services. The role is expected to manage, plan and resource schedules, ensuring the delivery of the required level of service with efficient utilisation of resources within both VIP and Logistical operating areas.</p> <p>There will also be a strong working relationship with the Network Services European Transport Management, Supply Chain project and planning teams, Couriers and the Hanslope Park Regional Distribution Centre (HPRDC). This will be a functional relationship in terms of direction and specific operational requirements to meet customer needs.</p> <p>The role is complex and includes managing resources so that vehicles and drivers under their direction are legally compliant, while ensuring a prompt and high quality service for customers' requests and other transportation activities as required by the business.</p>
Organisational position	<p><i>Insert organisational chart or give brief description of where the role sits in the organisation. (To comply with our security rules, only provide the name of the job).</i></p> <p>This role reports into the Head of Queen's Messenger Service.</p>

Date Updated	04/06/2015		Updated By	LR	
Current / Applied Grade	B3		Job evaluation date		Confirmed grade
Level of Security Clearance	SC DV	No Yes			
JOB SPONSIBILITIES					

Main responsibilities, focusing on the required outputs:

- Development, maintenance and execution of a plan and resource schedule for the delivery of all LCS services
- Manage and control the LCS Resources to meet urgent service demands.
- Provide input into service development and operating policies.
- Ensure billing information is provided accurately and timely to enable prompt billing deliveries.
- An integrated, up-to-date service plan and resource schedule available at all times, via the F3G shared area.
- Appropriate planning controls in place, monitoring key service deliverables
- Overtime managed and reported on monthly basis
- SLA or other performance targets (e.g. A % of scheduled deliveries achieved on time and on budget.
- Support growth in revenue as per development strategy
- Oversee the management of the day to day co-ordination of the scheduling and resourcing process to meet the scheduled delivery plan within operating area
- Understand the nature and scope of all customer groups to match the service priorities and capabilities.
- Work in conjunction with Hanslope Transport Management to determine product/item flow priorities and consolidate logistics requirements.
- Maintain 'best practice' planning and forecasting through a process of continuous improvement.
- Ensure delivery schedules are supported with the appropriate documentation.
- Improve local operational productivity through workload prioritisation.
- Oversee documentation and implement quality controls
- Take part in group activities and assist in the delivery of corporate programs
Improve networks to match all modes of transport to the required and cost service requirement
- Help establish a high performance, customer focused culture.
- Plan and develop staff to enable success in their current roles and help develop competencies relevant to their roles
- Provide professional input to planning process.

KNOWLEDGE AND KEY SKILLS

Essential:

- Good track record of managing teams in a customer service environment
- An excellent understanding of scheduling and resource planning
- Ability to work with diverse stakeholders to negotiate and manage priorities
- Expertise in achieving the performance targets and service delivery
- Ability to provide a consistent customer experience
- Ability to manage and communicate effectively at all levels within the internal and external organisations.
- Ability to achieve objectives in a team environment using the available resources.

Desirable:

- An international outlook
- Proven ability to manage changes and deliver improvements
- Knowledge of operating in a government trading fund environment.
- Familiarity with central government and civil service financial regulations and propriety
- A clear understanding of security requirements

CORE BEHAVIOURS

Top three for job:

- 1 *Managing a Quality Service*
- 2 Commercial Awareness
- 3 Leadership, Communicating & Influencing

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- 1 Improved schedule performance
- 2 All KPIs met on consistent basis
- 3 Housekeeping standards maintained
- 4 Networks updated and carbon footprint reduced

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N	£ per annum	Y / N
Reports to: (Role Title and Grade)	Head of Queens Messenger Service C5	
Direct Reports: (Number and grades of staff)	10 X A2	