

FLEET MANAGER

BRANCH/UNIT	Shared Services Group/ TAFE Infrastructure NSW		
TEAM	Logistics		
LOCATION	Metro		
CLASSIFICATION/GRADE/BAND	TAFE Manager Level 2		
POSITION NO.	TBA		
ANZSCO CODE	149411	PCAT CODE	3222124
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Fleet Manager is responsible for leading, managing and continually improving TAFE NSW fleet management, operations and services, providing outstanding customer service, compliance, innovation and optimal value across all regional learning locations. The fleet comprises passenger and commercial vehicles and some specialised plant and equipment such as Mobile Training Units (MTUs) and trailers.

3. KEY ACCOUNTABILITIES

1. Directly manage the effective delivery of fleet management lifecycle planning, services, operations and support systems across TAFE NSW, including providing advice and contributing to future strategic planning to meet business requirements.
2. Under the broad direction of the Head of Logistics, and in collaboration with business stakeholders, lead strategies to implement a new service delivery model for fleet management services to deliver on TAFE NSW's reform agenda.
3. Develop and implement comprehensive fleet management policies, procedures and administration systems to effectively guide decision making, support efficient use of fleet vehicles and ensure governance, risk management and compliance requirements are met.
4. Manage contract arrangements and relationships with external fleet management and leasing organisation/s to optimise value and ensure services are delivered accurately and efficiently.
5. Establish and implement comprehensive systems for tracking, monitoring and assessing fleet management operations, asset performance and regulatory compliance against key performance indicators including utilisation, maintenance, costs, safety and sustainability.
6. Prepare fleet management related budgets, provide regular business and financial reporting, and produce a range of communications to influence and inform management decision making including presentations, briefings, business cases and submissions.
7. Lead and manage key fleet management projects and drive continuous improvement and innovation, including enhanced use of technology, through regular review and evaluation of fleet management programs, processes, customer experience and outcomes.
8. Develop and implement appropriate strategies to embed consistent fleet management policies, procedures and good practices across TAFE NSW and provide specialist advice including assessing and responding to more complex issues.
9. Build strong internal and external stakeholder relationships to ensure efficiency in communications and workflows that support business operational and reporting requirements, including accurate data for Fringe Benefits Tax (FBT) and vehicle Salary Packaging compliance, timely vehicle deliveries, maintenance and collaboration on improvement strategies.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop meaningful performance development and review plans.

4. KEY CHALLENGES

- Establishing efficient systems to measure fleet management performance across TAFE NSW and ensuring consistent, accurate and timely data inputs.
- Effectively managing fleet services business as usual operations while providing guidance across geographically dispersed regions, in the context of change and reform to service delivery models.
- Identifying and implementing opportunities for improvement and innovation, such as green fleet and ride sharing, in the face of competing operational priorities.
- Capitalising on improved systems to achieve benefits including optimal fleet utilisation, reduced costs and increased operational efficiencies.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Logistics – direct manager	<ul style="list-style-type: none"> • Receive leadership, advice and support. • Contribute to strategic planning and broader logistics matters at a senior level. • Provide specialist advice and reporting on fleet management issues.
Regional Logistics Managers	<ul style="list-style-type: none"> • Provide advice and guidance on regional fleet management matters. • Provide leadership and senior level support on practical implementation issues relating to fleet management at the local level. • Liaise on information and data for corporate reporting. • Consult and collaborate on regional business needs.
Logistics, Facilities Management and broader Property and Logistics teams	<ul style="list-style-type: none"> • Provide specialist advice and information on fleet management matters. • Collaborate on issues and strategies requiring fleet related input or involvement. • Liaise on fleet management strategies to ensure team approach to implementation strategies and timing.
Finance and Strategy	<ul style="list-style-type: none"> • Liaise on corporate reporting requirements. • Liaise and collaborate on financial elements of fleet management operations and strategies.
Sustainability and Environmental Specialist	<ul style="list-style-type: none"> • Collaborate on fleet management strategies to meet sustainability and environmental objectives and compliance requirements.
Shared Services/ corporate services and regional stakeholders	<ul style="list-style-type: none"> • Engage and collaborate with at a senior level on fleet management strategies and requirements. • Seek advice on corporate services matters to meet reporting, policy and compliance standards.
External	
Fleet management organisations and providers	<ul style="list-style-type: none"> • Liaise on contract and performance matters.
Central government regulatory agencies	<ul style="list-style-type: none"> • Liaise on government regulatory and reporting requirements.

6. POSITION DIMENSIONS

Reporting Line: Head of Logistics

Direct Reports: Nil

Indirect Reports: Nil

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Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree qualification in related field or equivalent significant experience.
2. Demonstrated experience leading and improving fleet services operations and performance in a large and complex organisation.
3. Significant experience managing external fleet services contracts to optimise value provided to business.
4. Demonstrated ability to engage with senior business stakeholders and apply strong verbal and written skills to management activities such as presentations, business cases, submissions, briefings, reporting, projects and tenders.
5. Ability to address and meet focus capabilities as stated in the Position Description.





8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept

FOCUS CAPABILITIES

The focus capabilities for the Fleet Manager are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement. Actively seek, reflect and act on feedback on own performance. Translate negative feedback into an opportunity to improve. Take the initiative and act in a decisive way. Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation.
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding. Translate technical and complex information clearly and concisely for diverse audiences. Create opportunities for others to contribute to discussion and debate. Contribute to and promote information sharing across the organisation. Manage complex communications that involve understanding and responding to multiple and divergent viewpoints. Explore creative ways to engage diverse audiences and communicate information. Adjust style and approach to optimise outcomes. Write fluently and persuasively in plain English and in a range of styles and formats.
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience. Ensure systems are in place to capture customer service insights to improve services. Initiate and develop partnerships with customers to define and evaluate service performance outcomes. Promote and manage alliances within the organisation and across the public, private and community sectors. Liaise with senior stakeholders on key issues and provide expert and influential advice. Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches. Ensure that the organisation's systems, processes, policies and programs respond to customer needs.
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> Recognise outcomes achieved through effective collaboration between teams. Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions. Network extensively across government and organisations to increase collaboration. Encourage others to use appropriate collaboration approaches and tools, including digital technologies.
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience. Seek contributions and ideas from people with diverse backgrounds and experience. Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness. Identify and share business process improvements to enhance effectiveness.
Results Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> Design and develop systems to establish and measure accountabilities. Ensure accountabilities are exercised in line with government and business goals. Exercise due diligence to ensure work health and safety risks are addressed. Oversee quality assurance practices. Model the highest standards of financial probity, demonstrating respect for public monies and other resources. Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks. Incorporate sound risk management principles and strategies into business planning.
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures. Understand the impacts of funding allocations on business planning and budgets. Identify discrepancies or variances in financial and budget reports, and take corrective action. Know when to seek specialist advice and support and establish the relevant relationships. Make decisions and prepare business cases, paying due regard to financial considerations.
Business Enablers Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing. Conduct delegated purchasing activities in line with procedures. Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements.