

**LINCOLNSHIRE POLICE
JOB DESCRIPTION**

JOB TITLE: Telematics System Support Officer

GRADE:	F
DEPARTMENT:	Fleet Management
ACCOUNTABLE TO:	Senior Vehicle Technician / Fleet Manager
STAFF MANAGED:	Nil
LOCATION/WORK BASE:	Headquarters

JOB PURPOSE AND SCOPE:

Provide expert system support, day to day maintenance and management of data within the system, provide reports and data to stakeholders, analyse data to identify trends and opportunities. Main point of contact for Telematics related enquires.

CORE WORK AREAS:

1. Maintain the telematics database of drivers and vehicles, ensuring that data held is up to date and accurate in respect of both to ensure the integrity and effectiveness of the system and data available from it.
2. Provide main point of contact for system stakeholders in relation to all system issues. Liaise with the telematic system supplier helpdesk as required in order to escalate problems appropriately when necessary and identify solutions in a timely manner.
3. Provide set system generated reports as determined to a variety of stakeholders across agreed departments, (e.g. Senior Management, Driver Training, Professional Standards, Finance, Performance, Demand Management, Fleet Management) to enable stakeholders to monitor fleet performance and driver behaviour in order to maximise asset utilisation and efficiency and to facilitate the investigation of incidents.
4. Develop and provide telematics related reports for the Lincolnshire Police Driver Governance Board in order to facilitate assessment of benefits realisation from the system. Create and provide ad-hoc information / reports as required in support of force/departmental aims.
5. Provide analytical support to stakeholders: analyse data to identify trends and opportunities for improvement, provide support to management teams and other users in the use of the data, work with a range of internal and external stakeholders to ensure that the data provided is sufficient, relevant, and timely to meet their needs, provide data and analysis to assist in the investigation of incidents and claims.
6. Monitor and maintain comms/media sites to promote understanding of the system and the benefits it can deliver to the Force and to individual drivers. In consultation with Corporate Communications and other stakeholders deliver a communication strategy to maximise user engagement.
7. Carry out general administrative duties as required including, filing, photocopying and mail handling.
8. Answer telephone enquiries or transfer to appropriate person / department ensuring that Lincolnshire Police customer service levels and telephone protocol are met.
9. Driving duties when necessary moving vehicles between internal and external sites.
10. Work with minimum supervision from either verbal or written instruction.

OTHER DUTIES:

The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general nature of the post.

EQUALITY AND DIVERSITY:

The post holder is required to carry out their duties in a way that supports the Force Diversity strategy.

HEALTH AND SAFETY:

The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

Lincolnshire Police has a duty to promote the welfare of, and safeguard of children and vulnerable adults. The post holder is required to comply with Force Policy and Standard Operating Procedures in respect of safeguarding children and vulnerable adults.

Job description written by: Nigel Coupe

Date: 9th June 2022

Updated:

PERSON SPECIFICATION

Post Title: Telematics System Support Officer	Post Number:
Section: Fleet Management	Grade:

This form sets the standard for the person needed for this job, and also will be the basis for shortlisting and for the questions to be asked at interview. The requirements are job-related and described using appropriate words and marked E (Essential) or D (Desirable) as appropriate. There will not necessarily be an entry in every box.

	Requirements	Essential (E) or Desirable (D)	Measurement (see below)
Qualifications/ Training	<ul style="list-style-type: none"> Minimum of C Grade or above 'O' level passes in English and Mathematics. 	(E)	(A,I)
	<ul style="list-style-type: none"> Full current driving licence 	(E)	(A)
Experience	<ul style="list-style-type: none"> Knowledge / experience of Fleet Operations and Telematic Systems 	(D)	(A)
Skills	<ul style="list-style-type: none"> Analytical skills and experience, accuracy and attention to detail Computer literacy and good keyboard skills Ability to recognise and analyse risk 	(E)	(I)
Knowledge	<ul style="list-style-type: none"> Working knowledge of Microsoft Office including Outlook, Word and Excel. 	(E)	(A,I)
Social Skills	<ul style="list-style-type: none"> Demonstrates the ability to develop strong working relationships with colleagues at all levels 	(E)	(I)
	<ul style="list-style-type: none"> Able to work on own initiative and unsupervised as well as part of a team. 	(E)	(I)
Motivation/ Commitment	<ul style="list-style-type: none"> Self-motivated and of the highest integrity. 	(E)	(I)

	Requirements	Essential (E) or Desirable (D)	Measurement (see below)
Others	<ul style="list-style-type: none"> • Good communication skills both written and oral • Able to prioritise workloads • Flexible attitude to work 	(E) (D) (D)	(I) (I) (I)

<u>Measurement</u>	A. From application form	T. By test after shortlisting	I. Probing at interview	P. Presentation
	R. References		O. Other (please specify)	