



Job description and employee specification

Job title:	Parts & Workshop Coordinator	Location:	Swindon Rd, Cheltenham
Reports to:	Fleet Workshop & Maintenance Manager	Working hours:	37 per week – Mon to Fri
Job number:	TBC	Salary grade:	F1 – F2 £34,434 - £35,412 per annum
Responsible for:	Workshop Parts Stock Control, Procurement & Allocation. Workshop Job/Work Control and Data Entry.		
Main purpose of the job:	• Creation of purchase orders and/or receipting parts inwards / parts issues using Ubico's Fleet Management System. • To liaise directly with suppliers to ensure parts are ordered correctly first time and delivered when required. • To ensure optimum levels of stock are on hand (both owned and third party impressed/custody stock). Maintain a balanced inventory consistent with the requirements of the workshop and the cross section of the fleet. • To obtain value for money across a wide range of suppliers, with the goal to reducing costs. • To monitor supply chains for deficiencies or delays and liaise with vendors to ensure continuous improvement. • Efficient processing of job cards/work orders between the administration team to workshop supervisors and back. • Comprehensive monitoring of work in progress, work pending etc and providing support to the workshop supervisors as required to ensure the smooth workshop operations and high levels of customer satisfaction • Prepare detailed and timely reports and payment requests as required. This includes job compilation for invoicing, parts, fuel transactions and the extraction of fleet computer system data for distribution. • Reduce vehicle downtime, using pre-pick process and improved scheduling of ad hoc repairs. The post holder is required to support the Fleet Workshop & Maintenance Managers in achieving key performance indicators (KPIs) of the Fleet service and achieve full vehicle availability to support the needs of front-line services at all times.		
Key duties and responsibilities:	This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes. This is what we need you to do: • Liaise with colleagues and business partners to assist with ensuring adequate stock levels when scheduling of repairs and maintenance through Ubico workshops. • Ensure accurate data recording on to all computerised systems as required, including workshop and parts database. • Exhausting all options to obtain parts in a timely manner to ensure continuity of service to the customer and communicate information clearly and accurately to all stakeholders where a lack of available parts may result in a vehicle being out of service. • Liaising with the Fleet Administration team to ensure synergy between maintenance / repair forecaster and available stock levels.		

- Implementing and facilitating a pre-pick process to issue parts at point of job allocation.
- Carry out regular reconnaissance throughout the day to ensure forward planning of parts requirements with workshop Supervisors and Technicians.
- Issuing of work orders to the Workshop Supervisors for allocation, tracking progress and implementing 'end of day' checks to confirm job status where not completed.
- Effectively support workshop supervisors in administering all areas of workshop control to ensure work through put is efficient and customer expectations are met.
- Collating work orders on return from the workshop and entering the relevant job lines on the company's Fleet Management System, ensuring correct parts issued and booked to the job.
- Carrying out audits and stock checks as required including monthly stock checks of owned stock and third party impressed/custody stock providers. Confirm accuracy of invoices received.
- Attend other Ubico workshops and depots as requested, within the scope of the role. A vehicle or recompense in line with Ubico casual car user allowance will be paid.
- Monitor all systems and activities to identify process improvements for escalation to management for consideration.
- Undertake any other responsibilities or training that may be required by the Head of Fleet Operations, commensurate with the grading of the post.

Generic Responsibilities

- Ensure that Ubico's equal opportunities policies are followed and actively practice social inclusion within own area of service.
- Proactively participate in Ubico's agreed performance appraisal and 121 system.
- Positively contribute to resilient budget management.
- Ensure all resources (including IT hardware and software) are used safely, legally and efficiently.
- To comply with standing orders, financial regulations and all other Ubico policies and systems for ensuring financial probity.
- Maintain personal professional competence and best practice within the requirements of the role including technical competence and undertaking any training commensurate with the post or future technology acquired or required by Ubico.
- To act as ambassador for the service area both internally and externally representing the service area priorities and organisation initiatives as appropriate
- To ensure personal compliance with the Data Protection Act, Freedom of Information Act, Regulation of Investigatory Powers Act (RIPA) and any other specific legislation that impacts upon, and exists to protect, the corporate health of the organisation, whether relating to personnel management or service delivery.

All employees of Ubico are also expected to:

- Work to add value to, and be a valued member of, the team and to be valued by customers.
- Comply with the organisation's health and safety policies and safe systems of working.
- Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation.
- Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation.



	• Be committed to and demonstrate the values of the organisation which are to: ✓ Deliver quality – what we do, we do well. ✓ Be safe – look out for yourself and others. ✓ Do the right thing – make good decisions and treat people with respect. ✓ Care for our environment – protect where we live and work. Strive to be cleaner and greener. ✓ Work together – communicate well and help each other.	
Essential requirements - qualifications, skills, abilities, knowledge and experience:	Qualifications • Full, valid, Class B UK Driving Licence with appropriate own vehicle and appropriate insurance for the role. Experience and Capabilities • Have an understanding of automotive product ranges with experience in a similar role. • Confident and knowledgeable in liaisons with stakeholders, whilst demonstrating strong negotiating skills with external suppliers to obtain exceptional service and value for money. • Experience in fleet processes to be able to liaise and support practical workshop operations, all areas of fleet administration and fleet data input and interrogation. • Ability to decipher data and accurately compile into documents and reports for distribution to management and other stakeholders. • Able to work using own initiative as well as working as part of a team with a friendly, outgoing and enthusiastic outlook, whilst working to strict deadlines with a high degree of accuracy. • Flexible approach to work to accommodate changing priorities and workshop requirements. • Access to own vehicle. • Literate, including basic IT skills – to read instructions, manage electronic job sheets on the Fleet Management Systems and prepare written reports relevant to the role. • Working knowledge of appropriate Health and Safety Legislation.	
Desirable requirements - qualifications, skills, abilities and experience:	• Knowledge of plant and machinery parts procurement. • Experience of HGV product ranges.	
Special conditions:	• There may be a requirement to work at other locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service	
Date created:	25/11/2019	
Date reviewed:	15.07.2026	
	Name: Alex Walsh	



Created/reviewed by:		Job title: Fleet Workshop & Maintenance Manager
-------------------------	--	--

