Recruitment Profile

Post number	14991
Position title	Pool Vehicle Assistant
Grade	5C
Department	Place
Location	Newtown Reiver Complex, Fleet Offices
Salary/Rate of Pay	£29,153.02 - £31,487.45 per annum
Hours of work	37
Weeks per year	52.1428
Number of staff responsible for	0
Reports to post number	Fleet Services Officer
Registration requirements	None
Drivers Licence required	A current driving licence and use of a vehicle is an essential requirement of this post. * If you have a disability which precludes you from holding a drivers licence, Scottish Borders Council will take into account its responsibility to make reasonable adjustments to allow for your disability. Should it be possible to make such an adjustment in order that you can undertake the travel responsibilities of the post, this will be taken into account in consideration for this role. Category B
Contract status	Permanent
Contract end date	
Reason for temporary vacancy	
Disclosure status	None
Political restrictions	No
Role profile number	SA3A
Business World post status	Permanent
Work pattern	Monday to Thursday, 8 hours Friday, 5 hours
Vacancy number	SBO10558
Closing date	03/12/2026

Role purpose

To be responsible for ensuring the safe maintenance and management of a fleet of pool vehicles comprising of cars and vans, including managing our booking & tracking systems, safety inspections, managing the charging infrastructure and undertaking minor repairs, ensuring a high level of customer satisfaction and contributing to the overall success of the department.

About the Role
An exciting opportunity has arisen to join Scottish Borders Council's Fleet Services Team as a Pool Vehicle Assistant.
This varied and rewarding role is responsible for the day-to-day administration, coordination and oversight of the Council's expanding pool vehicle fleet, which now comprises more than 40 vehicles across multiple locations throughout the Scottish Borders.
You will play a key role in ensuring vehicles are safe, available, compliant and fit for purpose, whilst delivering excellent customer service to colleagues who rely on the fleet to support essential public services. The role also includes responsibility for monitoring and maintaining the Council's electric vehicle charging infrastructure, supporting the continued growth of our low-emission fleet and sustainability objectives.
Working closely with vehicle users, workshops, suppliers and management, you will help maximise fleet availability, manage booking systems, arrange maintenance and repairs, monitor vehicle utilisation, and support the ongoing development of our pool car scheme.

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Key Responsibilities
• Manage the day-to-day operation of the Council's pool vehicle fleet, ensuring accurate records of vehicle locations, bookings, availability and condition.
• Administer and support the Fleetster booking system and associated fleet management platforms.
• Monitor vehicle utilisation and availability and provide management information and performance reports.
• Arrange and coordinate vehicle servicing, repairs, MOTs, road tax, inspections and warranty work.
• Conduct vehicle condition and safety inspections and raise repair requirements where necessary.
• Monitor vehicle downtime and support continuous improvement initiatives to maximise fleet availability.
• Oversee the operation and condition of electric vehicle charging points, reporting faults and coordinating repairs and maintenance.
• Support the procurement, introduction, replacement and disposal of pool vehicles.
• Monitor telematics and vehicle tracking systems and assist with the identification of driver behaviour, compliance and utilisation trends.
• Deliver training and guidance to users on booking systems, vehicle operation and electric vehicle charging procedures.
• Produce fleet communications, updates and newsletters for vehicle users and stakeholders.
• Carry out vehicle preparation, cleaning, valeting and minor equipment installation as required.
• Ensure compliance with all relevant health and safety, fleet, licensing and operational requirements.

What We're Looking For
We are seeking an organised and proactive individual who can effectively manage competing priorities while maintaining high standards of customer service.

Essential Requirements
• Full UK Driving Licence.
• Experience of working with IT systems, databases and Microsoft Office applications.
• Excellent organisational and administrative skills.
• Experience of managing multiple workstreams and competing priorities.
• Strong communication and customer service skills.
• Ability to produce reports, maintain records and analyse information.
• Understanding of vehicle safety, compliance and roadworthiness requirements.
• Commitment to health and safety best practice.

Desirable Requirements
• Experience working in a fleet, transport, vehicle maintenance or operational environment.
• Knowledge of vehicle booking, telematics or fleet management systems.
• Experience supporting electric vehicles and charging infrastructure.
• Vehicle maintenance qualification or relevant industry experience.
• Health and Safety qualification (e.g. NEBOSH or equivalent).
• Experience of procurement, vehicle replacement programmes or contract management.

What We Offer
This is an excellent opportunity to contribute to the management and development of one of the Council's key operational fleets. You will work alongside experienced fleet professionals and play an important role in supporting frontline services across the Scottish Borders while contributing to the Council's environmental and sustainability ambitions.

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Person specification		
Criteria	**Essential**	**Desirable**
Education, qualifications and training	Educated to high standard in Maths and English	Project management, Customer Service, Vehicle Maintenance Advanced IT qualifications or experience
Skills, knowledge and competences	Excellent organisational and time management skills with the ability to balance competing workloads. Technical ability to assess vehicle safety and the ability to conduct minor repairs, including fitting key boxes etc. Ability and a desire to learn new technologies. Health and Safety in the workplace including risk assessments.	Working within a team providing excellent customer service. Producing reports and conducting meetings to better understand customer feedback
Experience	Managing and prioritising multiple workloads. Experience using multiple IT systems & databases. Experience in vehicle repairs and roadworthiness. Producing reports and written communications,	Working within a team providing excellent customer service. Producing reports and conducting meetings to better understand customer feedback.
Other	Well organised with good administration capabilities. Excellent IT skills including most Microsoft packages. Excellent customer service with an ability to resolve issues without supervision.	

Driving Licence - Where it is an essential requirement for this post to hold a current driving licence. Note: If you have a disability which precludes you from holding a drivers licence, Scottish Borders Council will take into account its responsibility to make reasonable adjustments to allow for your disability. Should it be possible to make such an adjustment in order that you can undertake the travel responsibilities of the post, this will be taken into account in consideration for this role.

HEALTH & SAFETY STATEMENTS

Must take reasonable care for the health and safety of themselves, other employees and anyone else who may be affected by their work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions, and / or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required by the Workforce Planning & Development Manager to meet the needs and responsibilities of the Service and the Council.

Equality – Ensure that all work and outputs comply with and promotes equal opportunities and diversity.

Supervisory or Managerial posts only - Ensure that HR systems are in place for reporting management information and making recommendations for any corrective action necessary.

Equal Opportunities - Scottish Borders Council is committed to improving the diversity of its workforce to better reflect the communities we serve. We welcome applications from all minority groups and individuals who identify with one or more of the protected characteristics as defined by the Equality Act 2010. In particular from candidates who assess themselves as having a disability, under the Disability Confident Employer scheme this guarantees an interview to those individuals who meet the essential criteria of the post. All appointments will be made on merit.

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Digital Innovation & Solution Focused Statement
Scottish Borders Council is committed to excellence and continuous improvement through the transformative power of digital solutions reinforcing our commitment to excellence, sustainability, enhancing our work practices and enriching our support to the community. As digital innovation evolves, our organisation is dedicated to integrating these advancements in a manner that aligns with our core values and strategic objectives.
All roles across the Council will actively seek and implement the latest digital solutions and technologies that can improve efficiency, productivity, and the quality of our services. Training will be provided, to ensure staff are proficient in utilising new technologies, fostering a culture of continuous learning and adaptability.

Please note priority will be given to staff on the deployment/redeployment list who meet the essential criteria of the post.

Please note that applicants who have received early retirement/voluntary severance from Scottish Borders Council will not be considered.

TEMPORARY POSTS
If at a later date a temporary post becomes permanent, it will be at the discretion of the Department's management team to confirm the post holder as permanent without readvertising.

PRE EMPLOYMENT CHECKS
Essential

- Confirmation of Right to Work in the UK **- (All posts)**
- Level 1/Level 2/PVG Registration Disclosure Check - ***(PVG/Disclosure posts only)***
- References - ***(All posts***)
- Confirmation of qualifications required to meet the essential criteria on the person specification **- (All posts)**

Right to Work in the UK - To ensure that you are eligible to work in the UK, we will require the following documentation:

- A Passport showing you are a British/Irish Citizen.

  OR

- A British Birth/Adoption Certificate along with an official document containing your name and permanent National Insurance number

For all other nationalities

- Settled status code

  OR

- Immigration status document, for further information visit Apply to the EU Settlement Scheme (settled and pre-settled status) - GOV.UK (www.gov.uk)

Please note that a Short Birth Certificate and a Driving Licence are not sufficient to show your entitlement to work in the UK.

OTHER DETAILS
Disclosure/PVG Registration

Under the Rehabilitation of Offenders (Exclusion and Exceptions) (Scotland) Order 2003 to the 1974 Rehabilitation of Offenders Act (ROA) Scottish Borders Council are entitled to ask "exempted questions" that require applicants for certain positions to reveal their full criminal history.

This means that all details of criminal convictions, whether they are spent or not, must be disclosed to help the recruiting manager assess the person's suitability for a position of trust.

Disclosure
These "excepted professions" are set out in the Exceptions Order and include:

- certain professions in areas such as health, pharmacy and the law;
- senior managers in banking and financial services;

PVG Registration
Certain posts are considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. Preferred candidates will be required to join the PVG Scheme or undergo a PVG Scheme update check prior to a formal offer of employment being made by Scottish Borders Council.

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PVG/Disclosure Process

After the application is processed you will receive an email with a secure link to view the disclosure. You must share this with us to progress the recruitment process.

Teacher Posts in Catholic Schools

Certain posts are in a denominational school therefore candidates must seek Catholic Church approval when submitting their application for these posts. You should apply for RC Church approval at the same time as submitting your application form. Guidance and the relevant forms can be obtained at www.sces.uk.com/approval.html.

Political Restrictions

Certain posts within Scottish Borders Council will be deemed Politically Restricted. If you are appointed to such a post the Local Government Officers' (Political Restrictions) Regulations 1990 provide that your terms and conditions of employment are deemed to incorporate additional provisions set out in the Schedule to the Regulations, a copy of which can be obtained from HR. Full details of restrictions will be provided in your application pack if you are applying for a Politically Restricted post.

**** From 1 April 2026 a Scottish Local Government Living Wage Rate of £13.52 per hour has been agreed. All employees recruited on a salary/wage less than the SLGLW rate shall receive a payment additional to their salary/wage in order that they are paid at the rate of £13.52 per hour. The additional payment shall count as pensionable earnings and be subject to deduction of tax, national insurance and pension where appropriate.