

JOB DESCRIPTION	
Job title:	Fleet Assistant & General Duties Operative
Team/Department:	Estates and Facilities
Location:	Kingston House, Ashford
Hours of work:	37.5hrs
Job title the post holder will report to:	(1) Facilities Manager (2) Head of Estates and Facilities
Job titles reporting to the post holder:	None
Date the role profile was revised:	01 May 2025
<p>JOB PURPOSE:</p> <p>As a member of the Estates and Facilities Team - Provide support through being responsible for under direction of the Line Managers for the delivery of general fleet vehicle driving, fleet management and general duties work in support of Integrated Care 24 business.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> Routinely: As directed by the line manager and against a schedule of works against conduct driving various driving tasks in support of IC24 business, using IC24 Fleet cars and van - (Fleet = Car's hybrid petrol automatic, diesel manual and a Merc manual 3500KG Van) in support of the IC24 vehicle fleet business across the IC24 area of operations Routinely: Working to a schedule of works. Carry out general vehicle maintenance checks on IC24 Pool vehicles and Operational vehicles, reporting vehicle faults and general support tasks which would include ensuring the vehicle checks are completed, report faults/issues with the vehicles, checking and ensuring oil, washer, tyre conditions, fluid and tyre pressure levels are correct, fueling of vehicles, transport of vehicles to and from garages for servicing and repairs. Vehicles are washed and valeted and prepared to support IC24 operations. Conduct vehicle handovers between staff and carry out vehicle condition checks and reports. Check and maintain vehicle security. Preparing vehicles and movement of vehicles to auction on disposal. Routinely: As directed by the Line manager and or the Facilities Administrators assist in the capture of fleet management vehicle information and reports. Routinely: As directed by the line manager, carry out delivery and collection of IC24 property to designated sites or addresses within the IC24 areas of business or homeworker locations. Which would include the loading, unloading, lifting and where required carrying of items within limits and with where required the use of lifting or trolley equipment's assist in the to move the items under control. 	

- **Routinely:** Carry out building management checks as directed by the line manager and report on findings.
- **Routinely:** Conduct general duties in line with a daily and weekly schedule of tasks as issued by the line manager at Kingston House Ashford to ensure that the building areas and carpark are kept in a safe and clean condition.
- **Routinely:** Work on own initiative and with other members of the IC24 Estates & Facilities team or other IC24 colleagues in support of tasks relevant to role and responsibilities of the post.
- **Occasionally:** Manage stock within our storage area ensuring retrieval and disposal is undertaken when required.
- **Occasionally:** Undertake as directed general duty tasks as within experience and capabilities as directed by the Line Management.
- **Occasionally:** As directed by the line manager, undertake minor works such as furniture assembly and or low-level maintenance tasks within capabilities and experience as directed by the line manager and working to risk assessments and method of works statements where required. Using where required issued IC24 tools and equipment's.
- **Occasionally:** As directed by the line manager, liaise and communicate with contractors on site to ensure that contractors are correctly controlled regarding access, loading, offloading and parking.
- **Occasionally:** As directed by the line manager, travel and stay overnight at IC24 site's locations (Hotel) in line with the role and responsibilities of this position in the execution of duties and to complete tasks as directed.
- **As required:** Undertake training in relation to the job role and or IC24 mandatory training.
- **Always:** Ensure your personal safety and the safety of others in the workplace by understanding and abiding with the Health and Safety responsibilities within the workplace and IC24 safety policies ensuring H&S policies and procedures are adhered to when undertaking work.
- **Always:** Work within risk assessments and method statements (RAMS) protocols where required to ensure personal safety and safety of others and that all work is completed against the method of works / safe systems of works appropriate to the respective work task.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Workplace Health and Safety Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that

of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of

abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications	<p>Driving License Cat B Manual and Auto</p> <p>Good spoken and written English and numeracy</p> <p>IT Literate - Use of a laptop and able to work from data and enter data</p>	<p>Related Vehicle Management Qualification</p> <p>Health & Safety Qualifications</p> <p>Working knowledge of MS office applications</p> <p>NVQ / City Guilds Building Related Trades</p>	CV & Certification(s)
Experience	<p>Driving – Manual and automatic cars</p> <p>Able to drive a 3500kg Merc Van</p> <p>Able to identify, report and where required carryout vehicle checks, vehicle preparation and reporting of faults</p> <p>Able to drive to different locations unsupervised to carryout delegated tasks - substantial driving experience</p> <p>Able to draft and conform to risk and method statements (RAMS)</p> <p>Safe use of COSHH</p> <p>Able to correctly wear and use PPE related to work tasks</p> <p>Able to carry out lifting and carrying within capabilities</p>	<p>Previous vehicle fleet role</p> <p>Previous caretaker role</p> <p>Previous maintenance role</p> <p>Knowledge of and practical skills relating to removals, lifting and carrying, building management checks, assembly of furniture</p>	CV & Interview
General	<p>Ability to work under pressure and tight deadlines</p> <p>Ability to manage a varied workload with competing priorities</p>		

Requirements	Essential	Desirable	How identified
General	<p>Flexible approach to working hours - Requirement to stay away overnight on some occasions due to locations of sites.</p> <p>Proactive and responsive</p> <p>Good organisation skills Self-motivating</p> <p>Ability to work as part of a team and on own initiative</p> <p>Full clean driving licence with substantial driving experience – able to drive manual, automatic vehicles and a van up to 3500kg</p>		CV & Interview