

Job title: Fleet Management Systems Support Manager

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Central Transport
Reports to: Central Transport Support Manager	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 8 ▾	Manager's Partnership level: Partnership level 7 ▾
Number of direct reports: 0	Partnership level(s) of direct reports: None ▾

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

To be the first point of contact for users of all Fleet Management Systems (FMS) ensuring all users are able to access relevant areas and all necessary user limits are adhered to. Carry out training on FMS for all users across the business. Carry out periodic reviews of access and data management to ensure all guidelines for DVSA compliance and General Data Protection Regulations are met. Provide oversight and challenge across the Central Transport team regarding compliance reporting and ensure all relevant documents are present and accurate.

Primary Outcomes & Accountabilities

- Responsible for all user set ups within FMS and fielding all reset and access requests. Ensuring the level of access is appropriate and secure.
- Provide day to day support to all users of FMS and be the first point of contact to users of systems outside Central Transport. Escalate to CT Support Manager and Partnership IT as appropriate.

Measures of success

- All users are able to access relevant areas of FMS and all user reset requests are dealt with in a timely manner.
- Users are aware of contact point and queries are addressed in a timely manner.
- Data is current and necessary and any obsolete data is deleted or anonymised.
- All areas are aware of their responsibilities with regard to documents held in the office and this is periodically audited to ensure they are stored securely and disposed of within correct retention guidelines



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| <ul style="list-style-type: none">• Responsible for the periodic testing of data integrity across FMS, ensuring only data relevant and necessary is retained.• Responsible for the periodic testing of data management across Central Transport (CT), ensuring that all areas are managing the retentions of their documents and any required are secured and disposed of in an appropriate manner when no longer required• Provide data analysis as required and directed by CT support manager• Oversee the production of Earned Recognition (ER) reporting and escalate any system issues to Jaama support as necessary• Provide appropriate challenge and oversight to our workshop and maintenance locations regarding the completion of compliance jobs within FMS ensuring the accurate submission of our ER• Understand and provide guidance on General Data Protection Regulations to CT Partners and keep up to date with any changes or updates to regulations.• Identify efficiencies across systems and highlight opportunities for changes to CT support manager.• Carry out project work as directed by the CT support manager• Collate and administer training needs across FMS and carry out training as directed by CT support manager | <ul style="list-style-type: none">• Data analysis completed as requested in a timely manner.• DVSA earned recognition submission is not impacted by any system issues.• ER submission is accurate and complete• Partners are informed and aware of their responsibility regarding data regulations• Systems are working as efficiently as possible and all opportunities are recognised and implemented• Project work completed in a timely manner• Partners are trained appropriately across FMS and are aware of how to access resources. |
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Skills

- Intermediate Excel skills
- Proven ability in numerical, verbal and written communication



Qualifications & Experience (where applicable)

Essential

- In depth knowledge of the Core Key2 System and Electronic Driver Services Portal
- Ability to analyse data quickly and effectively using Excel or Google Sheets
- Demonstrated ability to lead projects from conception to completion, taking ownership and driving the implementation of necessary changes.
- IT literate and experienced in managing user profile maintenance.

Desirable

- Experience of delivering technical training to all levels of user.
- An understanding in Compliance with Commercial Vehicles

Version	Created/updated by	Date
V3 September 2026	Matt Harvery	04.09.26