

Grading

Job Description and Employee Specification

<u>Job title:</u> Driver Training and Compliance Officer	<u>Service area:</u> Communities
<u>Post number:</u>	<u>Division:</u> Development and Assets
<u>Grade:</u> 7	<u>Section/team:</u> Fleet & Transport
<u>Overall purpose of job:</u> • Supports the Fleet Compliance/Transport Manager to ensure the council operates a legally compliant fleet of vehicles and drivers. • Deliver a full range of training courses, including Driver CPC, Driver Assessor Training, LGV Apprenticeship Training or other transport-based assessment or training programmes.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Responsible for a varied caseload of enforcement issues and to answer general compliance enquiries. 2. Monitor, check, assess and audit vehicle users to ensure compliance with policies and legislation. 3. Contribute substantially to the formation of policy, ensuring best practice, value for money and good corporate governance in respect of vehicles operating on behalf of the council, and to advise and guide user departments in its application. 4. Investigate possible breaches of transport legislation, non-compliance with council policies and guidance documents, accident investigation and monitoring. 5. Develop and deliver driver assessments and training for all branded fleet drivers and in certain instances for private car drivers. 6. Deliver a programme of agreed training and be able to advise and support delegates with respect to the subject matter of the various courses. 7. Knowledge and delivery of the following course types, Driver CPC, Drivers Hours and Tachographs, in cab driver development assessments, banksman and Health and Safety. 8. Effectively prepare and update training course content on a regular basis. 9. Undertake transport related internal audits of user departments transport resources and to produce reports and recommendations for corrective measures where appropriate. 10. Administer the council's HGV 'O' licences and motor insurers database.	

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11. Provide necessary cover within the team to ensure the effective delivery of the service.
12. Attend 'O' licence and fleet user group meetings and give presentations.
13. Maintain and update files using manual/computerised administration systems to ensure that comprehensive data and evidence is available to demonstrate compliance.
14. Prepare reports to senior management on compliance and enforcement matters.
15. Reconcile driver defect reports and vehicle inspection reports to ensure compliance with policy and legislation
16. Responsible for the effective collection and interpretation of performance information, ensuring information is accurate and capable of satisfying appropriate audit procedures.

Knowledge, skills and experience:

- Detailed knowledge and understanding of the legislation and processes relevant to the service eg. Road Transport Law, Health & Safety in the Workplace, Drivers Hours Rules, Tachographs etc.
- Driver management and compliance experience.
- CPC (Road Transport Operations), or exemption certificate, or demonstrable experience in road transport operation.
- Possession of Cat C + E driving licence.
- Experience of undertaking investigations into accidents, misuse of vehicles/plant including damage, the compilation of the necessary reports and enforcement of any action required.
- Instructor qualifications ie PTTLs, DSA instructor or similar.
- A competent level of IT skills (word processing/spreadsheets/databases).
- Experience of training course design and implementation.
- Appropriate Health and Safety Qualification ie NEBOSH.
- Effective presentation skills and a high level of confidence, e.g. when delivering training, briefings, presentations.
- Ability to work accurately, prioritise workloads and meet tight deadlines.
- Ability to understand and interpret relevant legislation, policies, technical information and documents.
- Effective communication, persuasion, and interpersonal skills, both written and verbal.
- Ability to influence behaviour of others by modelling expected behaviours and values and through use of effective persuasion and influencing skills.
- A high level of tact and diplomacy when dealing with sensitive issues.
- Ability to work collaboratively, identify, and adapt to change positively.
- An understanding of the requirements relating to confidentiality and data protection.

Creativity and innovation:

- Creative in providing interpretation/guidance on legislative and policy matters.

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- Gives advice to all parties about compliance and enforcement matters on a daily basis.
- Investigates breaches of policy/legislation and suggest remedies over appropriate timescales advising whether formal enforcement procedures are expedient.
- Contributes substantially to the formulation/review and implementation of policies, ensuring best practice.
- Compiles reports and writes guidance notes/briefing notes.
- Creates presentation material and delivers it to a variety of audiences.
- Developing a training style that will ensure participation of all course attendees irrespective of previous knowledge or ability.
- Enters and extracts data for reporting on such things as speeding infringements
- Risk assesses the impact of different contraventions.
- Conducts audits and makes recommendations to managers.

Contacts and relationships:

- Clients (internal vehicle users), supervisory and management staff – contact regarding best practise and giving expert advice, providing information and assessing the most appropriate and expedient way to proceed – daily.
- Clients (internal vehicle users) - dealing with enforcement issues due to non-compliance. These can sometimes be contentious - weekly
- User department colleagues, senior management, alleged offenders and other interested parties – contact on transport related matters and provide guidance to these on enforcement issues - monthly.
- Enforcement bodies, e.g. VOSA, Traffic Commissioner staff, the Police and Trade Bodies such as the FTA contacts are likely to be of a contentious nature when investigating accidents and breach of policy which could lead to enforcement action being taken - monthly
- Managers of internal/external vehicle users who may not wish to attend training or do not see the relevance of the training – to follow up non-attendance - as and when.
- Line manager - for information exchange and workload allocation – daily.
- Team members - for information exchange - daily.
- Attend hearings and appeals as an expert witness relating to driving standards – as and when required.
- Independent training verifiers (working on behalf of external accreditation bodies (JAUP, C&G, RTITB, OCR, JCQ etc)) – may attend training sessions unannounced to carry out audits – as and when.

The postholder will also be required to attend and make positive contributions at working group meetings, seminars (both internal and external), professional body networking, trade organisation events and to assist in facilitating audits and/or inspections by external agencies.

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Decision making:

- Use discretion and initiative at all times when advising colleagues, when auditing user departments, and making recommendations etc and suggesting appropriate remedies.
- Use discretion and initiative when making recommendations in reports to line and senior management.
- Considerable discretion will be required when investigating incidents, accidents and non – compliances to determine root causes in relation to claims and remedial action required.
- Decisions on when to escalate matters to a senior officer.
- Make decisions concerning driver assessments on behalf of service managers which may lead to precautionary suspensions from driving or be considered at disciplinary or capability investigations and hearings.
- Make decisions on safe working methods to ensure fleet compliance.
- Makes recommendations to line managers regarding changes to working processes and practices regarding compliance issues.

Responsibility for resources:

Financial resources:

- None

Physical resources:

- Sole responsibility for training equipment and materials including lap-tops (approx £650).
- Mobile phone (approx. £50).
- Ensuring classrooms are secure both during the training (lunch breaks etc) and at the end of the training session.
- Securing of buildings if training sessions are outside of normal hours.
- Responsible for training vehicles, whilst delivering training (ranging in value from £15,000.00 through to £225,000.00 dependent on the training being delivered)

Working time is split approximately 50% in the office and 50% out delivering training and undertaking fleet compliance duties.

WORK ENVIRONMENT

Work demands:

- The post holder will need to prioritise duties and work to deadlines. Some deadlines are those set out in formal correspondence e.g. letters and notices and statutory deadlines such as complaints and investigatory issues.
- The post holder will be expected to deal with conflicting demands from both internal/external customers including regular telephone and face to face

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contact. Workload can fluctuate and will necessitate daily managing of conflicting priorities responding to deadlines.

- Works within project timetables to meet deadlines for courses and accreditation
- Flexible working to cover non-standard hours of delivery.
- Balancing the planning of training events with routine work and also dealing with unexpected events that may crop up.

Physical demands:

- Site visits to depots where vehicles are based or deployed.
- Lifts, transports and sets up training equipment and materials, including IT equipment.
- Frequent lifting of heavy qualification portfolios.
- Standing for long periods when delivering training.
- Accessing/climbing in and out of large vehicles.

Working conditions:

- Normal working conditions when office based.
- Site visits to depots will be where vehicles are based or deployed.
- Training can be delivered in offices, depots, vehicles, vehicle workshops or outside.
- Outside training would be subject to all weathers and could be delivered on a monthly basis dependent on the training schedules and requirements of the customer.
- Training can be carried out at both council owned or managed sites and those managed by customers or third party organisations.
- Appropriate hi-visibility clothing should be worn at all times whilst working in and around the vehicle park.

Work context:

- The post holder will have regular contact with service users and occasional contact with members of the public.
- When dealing with enforcement issues due to non-compliance, this can be of a contentious nature.
- Some lone working responsibility when arriving or leaving venues very early/late in the day.
- Potential conflict from participants of training or whilst carrying out driving assessments that may or may not result in disciplinary action.
- Highway dangers associated with driving and increased highway dangers associated with the training of inexperienced learner drivers.

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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

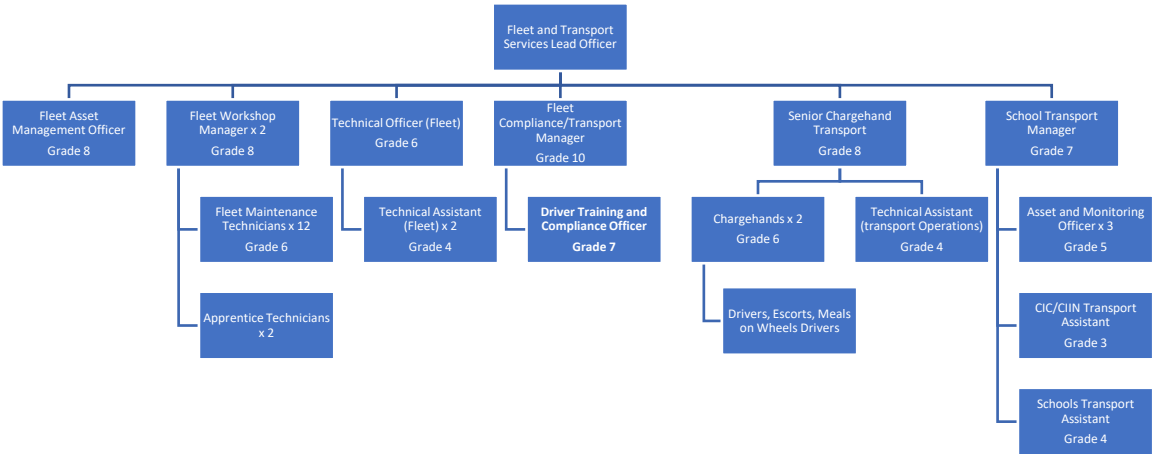
Are posts in more than one location? Yes No

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes No x

Please indicate which post(s)



Job Description Version Control	
Date evaluated	2.10.25
Date updated	30.9.25
Updated by (manager name)	Heather Barratt
Checked by (HR name)	Jo Parker

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Experience of undertaking investigations into accidents, misuse of vehicles/plant including damage, the compilation of the necessary reports and enforcement of any action required. - Driver management and compliance experience. - Experience of training course design and implementation. - Detailed knowledge and understanding of the legislation and processes relevant to the service eg. Road Transport Law, Health & Safety in the Workplace, Drivers Hours Rules, Tachographs etc. - A competent level of IT skills (word processing/spreadsheets/databases) - Effective presentation skills and a high level of confidence, e.g. when delivering training, briefings, presentations. - Ability to work accurately, prioritise workloads and meet tight deadlines. - Ability to understand and interpret relevant legislation, policies, technical information and documents. - Effective communication & interpersonal skills, both written and verbal. - Ability to influence behaviour of others by modelling expected behaviours and values and through use of effective persuasion and influencing skills. - A high level of tact and diplomacy when dealing with sensitive issues. - Ability to work collaboratively, identify, and adapt to change positively. - An understanding of the requirements relating to confidentiality and data protection.	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Original documents
- CPC (Road Transport Operations), or exemption certificate, or demonstrable experience in road transport operation. - Possession of Cat C + E driving licence. - Instructor qualifications ie PTTLs, DSA instructor or similar. - Appropriate Health and Safety Qualification ie NEBOSH.	
Working Arrangements	Interview
Largely Monday to Thursday 8.30am to 5pm; Friday 8.30am to 4.30pm, but flexibility is required according to service needs, as may be required to work early mornings or late afternoons.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Devising and delivering driver assessments. - Experience of contribution to the formulation of policies and guidance. - Ability to undertake risk assessments.	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Original documents

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- CPC in Passenger Transport Operations - Training qualifications	
Working Arrangements	Interview

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	No ☒
Political restriction	
Yes ☐	No ☒
The ability to speak fluent English under the Immigration Act 2016	
Yes ☒	No ☐

Version Control	
Author	HR Policy Team
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