



ROLE DESCRIPTION

Role title	Compliance, Audit & Training Officer		
Directorate	Climate & Place		
Reporting to	Service Manager - Fleet & Compliance		
Grade	12		
Evaluation ref;	SCG1356	Job Family Ref:-	PRC
Role purpose	Responsible for providing training to all Council drivers ensuring that all drivers are aware of their legal responsibilities whilst driving on the public highway. They will also conduct driver assessments, gate checks, fact finds, conduct investigations into vehicle accidents, driver infringement debriefs and other management tasks to support the compliance of Operator Licence.		
Key results area	Accountability		
Corporate responsibility	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		
Statutory Responsibilities	<p>Responsible for ensuring compliance with all relevant legislation, organisational policy and professional codes of conduct to uphold standards of best practice.</p> <p>Provide support to the Fleet Compliance Manager in all aspects of Operator Licence compliance; Driver debriefs, driver logbooks, driver hours, ensuring vehicle maintenance is being monitored and recorded by the service area management teams and the appropriate defect reported.</p> <p>Lead on contractor audits in relation to driver and vehicle compliance, reporting all findings to the Service manager – Fleet & Compliance.</p> <p>Investigate complaints from schools, parents, transport officers, DVSA and police relating to the condition of school transport contracted vehicles.</p> <p>Sign off and issue Section 19 permits to third party transport operators on behalf of the DVSA.</p>		
Service Delivery	Responsible for driver assessments to all council employee's that drive a council vehicle. This includes HGV assessments. HGV driver coaching and mentoring to encourage safer and more fuel-efficient driving.		



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	<p>Responsible for trailer assessments to all council employees that are required to tow a trailer.</p> <p>Undertake gate checks across all service areas to ensure that drivers are complying with their legal requirements at all times. Provide feedback to the relevant manager.</p>
Performance Framework	<p>Responsible for coaching and mentoring to drivers where improvements in driving style is required.</p> <p>Responsible for trailer training to drivers where needed.</p> <p>Create and deliver Toolbox Talks to supervisors/managers in service areas that operate vehicles.</p> <p>Responsible for the provision of training to drivers on all matters relating to driver compliance as per the Operator Licence requirements.</p> <p>Deliver digital tachograph training where needed.</p> <p>Deliver Domestic & EU Hours driver training in line with Operator Licence requirements.</p> <p>Deliver reversing assistant training where needed.</p> <p>Support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.</p> <p>Conduct/manage fact find investigations in relation to vehicle incidents, accidents & near misses.</p> <p>Conduct/manage formal investigations in relation to vehicle incidents, accidents & near misses.</p>
Customer Service	<p>Ensure that all customers are communicated to in a timely manner and act as an ambassador for the Council promoting the Councils vision, strategic aims and values.</p> <p>Manage all escalated complaints efficiently and professionally where required.</p>
Qualification/Knowledge/Experience/Skills	
Qualifications	

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Essential

- HGV Cat C.
- Valid Driver CPC and Digital Tachograph
- Full UK Driving licence.
- Educated to A level standard or similar.
- Computer skills at an intermediate level.
- IOSH/NEBOSH.

Desirable

- Driver assessor qualified.
- Train the trainer qualified.

Knowledge/Experience/Skills

Essential

- Use of extensive range of ICT including Microsoft office and/or data base systems.
- Significant experience driving Cat C vehicles.
- Significant towing experience.
- Previous experience conducting investigations & fact finds.
- Extensive and comprehensive knowledge of good industry practice in relation to Operator Licence compliance.
- Ability to work collaboratively with others as a member of the team.
- Ability to deliver work schedules, programmes and manage ad-hoc work.
- Must be able to communicate well at all levels.
- Good customer service skills.

Dimensions of role

- No direct reports
- Direct responsibility to deliver driver related training and compliance to circa 1,000 drivers.
- Direct responsibility to lead on contractor compliance audits.
- No budgetary responsibilities.
- Planning own workflow on a weekly basis.

Notes

Competencies /
attributes

- Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council's website.
- Actively promote the need for change and models this behaviour.
- Build relationships with all vehicle service areas to promote best practice and compliance in relation to the procurement of fit for purpose vehicles and plant.
- Ability to adapt to changing priorities.

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	<ul style="list-style-type: none">• Ability to influence and persuade to achieve objectives.• Ability to communicate well at all levels.
Working conditions:	The postholder will be based from Lufton depot but will be required to travel across all sites in Somerset that have drivers operating from them.
Working arrangements:	37 hours per week. Monday to Friday.