

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT06-2393	Grade F
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Job purpose: Monitor and enforce prescribed regulatory areas, which will include but is not limited to, recommendations regarding infringement, resolution advice, event based activities.

Grade F posts focus on providing advice and guidance to both internal and external stakeholders on less well established situations but still within a general framework. Posts at this level require the ability to undertake more involved tasks gained through practical knowledge and experience or through formal qualifications.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels or national diploma or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Licence / certificate / qualification required for the role.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills, able to explain simple technical / legal issues in a straightforward manner Assist and contribute towards technical reports Awareness of other areas of the authority relevant to the service Good verbal and written communication skills. Good organisational skills and the ability to prioritise workloads and achieve deadlines Numerate and accurate with attention to detail.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Identify areas where improvements could be made within own role Plan and co-ordinate activities within a structured environment. Draft documentation will need to be reviewed by a senior colleague. Research and analysis of information to highlight and prioritise issues for further investigation May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders. Co-operate with and support colleagues and managers. Escalate problems / issues as necessary. Be a point of contact for clients, providing immediate assistance where situations may not be straightforward. Liaise with external agencies / contractors to exchange information as required
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices The consequences of the decisions will have a material effect on the service. Make decisions on compliance / legal issues as required. Collate, enter, process and analyse information / evidence.

Factor	Relevant Job Information
	Organise and maintain records and documents using appropriate process / system.
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving some risks due to nature of activities being provided and / or environment.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Compliance Assistant (Fleet)	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT06-2393	Grade F
Number of posts:	3	
Service/Team:	Fleet	
Reports to:	Fleet compliance Team Leader	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function Context

The overall responsibilities of the service/function are:

Fleet is responsible for the Council's Operators Licence, without which, the Council could not operate its vehicle fleet.

Fleet also provides a regulatory function to ensure the authority meets its duty of care for occupational road risk. This covers all vehicles, machinery, driver safety, driving standards, compliance with the numerous regulations and obligations governed by these acts i.e. road transport law. This is achieved by monitoring and enforcing the maintenance standards across the whole Council's vehicle fleet. It includes internal drivers both grey fleet and the operational vehicles and machinery fleet, commissioned.

Responsible for the day to day delivery of statutory licensing duties relating to Hackney and Private Hire vehicles/drivers and functions and passenger carrying vehicles operated under Section 19 of the Transport Act.

Provision of fleet management and vehicle maintenance, both in – house and commissioned. Fleet manages the Councils exposure to risk in regards to our licence obligations for operating goods vehicles, public service vehicles.

Job Purpose

To assist the Compliance Officer and Fleet team in providing the technical knowledge and administrative support for the Fleet Licensing service.

The posts are also required to process licensing applications, create licence plates, driver badges, handle complaints, phone enquiries, make appointment bookings update records on M3 and take payments etc

To be responsible for the delivery and support of the administration of the above, ensuring the health and safety of the public/staff and safeguarding the integrity of the Council.

Specific duties and responsibilities include:

- To assist the Fleet Compliance Officer in providing the technical knowledge, administrative support and management of service delivery of the Fleet licensing processes and general daily duties carried out by Fleet Licensing.
- To process hackney and private hire driver/vehicle renewal applications once they have been approved by the Compliance Officer. Ensuring that any documentation relating to the application is correct and entered onto the relevant database.
- Preparation and creation of accurate Performance Management and Key Performance indicator reports for officers, to ensure regulatory and statutory duties are met, adhering to strict deadlines. Expert knowledge of specialist software processes e.g. Crystal Reports necessary.
- Preparation, implementation and maintenance of new/existing manuals, Enforcement and Legal Process manual, trader information leaflets and information technology procedures and systems, as well as assisting with outside events to raise the profile of the Service and other agencies working in partnership.
- To maintain and update fleet licensing databases and libraries (including data entry) and software systems for users in section hubs and accurate recording of information on hubs databases - Ensure vehicle legal documents, maintenance records are processed timely and renewal letters for DBS, Medicals and driver badge renewals are dispatched in agreed timescales and all returned documentation is correct and entered onto the database ensuring data is accurate.
- To be responsible for cash handling from fees received on a daily basis. Reconciling receipts and submitting reimbursement requests for licence fees - When a renewal

Commented [A1]: Taxi Licensing doesn't sit within Fleet any more, its within Pete Whites Enforcement Team. The officers supports the Taxi Licensing service not Fleet.

application is received, the post holder is responsible for taking the payment then ensuring the payment is passed for processing to the Finance team. Received fees must be entered onto the database otherwise the licence cannot be issued.

- Ensuring accessibility of information to our customers is up to date, relevant and reflects current Environment Services practice/policy and legislation e.g. leaflets, newsletters, website to include Fleet web pages & Intranet pages. Disseminating information to the taxi trade on upcoming road closures or taxi rank suspensions by either direct mail, email or text message service
- Completing driver licence validation checks, condition of use inspections, implementing vehicle records management for taxis, quality systems and processes which ensure that we are able to police and enforce Wiltshire Council's obligations under transport legislation. Maintain processes to ensure all vehicles and drivers operate legally in respect of insurance, MOT, maintenance provision, VED, driver daily checks, driver licensing and driving standards assessments.
- To deal with complaints and enquiries by members of the Public, taxi drivers or other Authorities as necessary. To assist Compliance Officers to carry out monitoring, inspections, etc. outside of office hours
- Using SAP to generate orders for goods and services, processing invoices for payment and raising invoices.
- Performs reception duties on behalf of the Compliance Officer to deal with members of the public, taxi drivers, businesses, other Enforcement Agencies and Local Authorities and directing them to the appropriate internal/external contacts and/or providing other assistance.
- Accurately records, maintains and prepares evidence and information in accordance with procedures and legislation. This includes evidence gathering, preparation of reports for the Fleet Compliance Team Leader and/or Compliance Officers for cases to be presented in court.
- To take information on reports, concern or risk to children/young people or vulnerable adults in accordance with the requirements and timescales of Assessment Frameworks and Child Protection procedures.

Specific requirements for this post:

- The post holder is predominantly subject to lone working in town centres and Depot Offices and can be called upon to work a range of antisocial hours.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to GCSE (or equivalent) Grade C or above in English and Maths
- ECDL computer qualification or equivalent
- NVQ Level 3 in Business Administration or equivalent
- Up to date expert technical knowledge of legislation with strong interpersonal skills
- Application skills such as serving notices and instigating formal action, evaluation of options available and most appropriate course of action.
- Minimum of 2 years experience working in one of: Hackney vehicle and operator licensing, driver licensing, fleet vehicle records management, trading standards, or health & safety sector.
- Two years experience of working in a support service environment, including dealing with a range of stakeholders and able to manage difficult situations.
- Able to manipulate data in order to produce statistical information for service delivery
- Able to resolve complaints effectively and efficiently
- Able to plan and prioritise own workload
- Able to work under pressure and act appropriately in difficult situations
- A good team player with excellent interpersonal skills both face to face
- and via the telephone
- Knowledge and the ability to interpret the complexities of hackney carriage licensing legislation.
- Excellent negotiating & diplomacy skills – being able to deal with difficult people and diffuse difficult situations.
- To be able to communicate effectively with a wide range of customers, in a caring and considerate way, through to domestic and business customers
- Ability to work flexibly with changing priorities.
- Fully conversant with Microsoft Office
- Tact & diplomacy, logical thinker
- Knowledge of all appropriate H&S legislation
- Able to work under pressure and act appropriately in difficult situations
- A good team player with excellent interpersonal skills both face to face
- and via the telephone
- Computer literate with excellent spreadsheet and word-processing skills, to enable processing of schedules.
- Fully fluent in English

Desirable

- Evidence of Continuing Professional Development
- 3 - 5 years in Licensing Laws – specifically hackney Carriage/Private Hire Vehicles
- Ability to formulate plans, develop and initiate new systems and procedures.
- Ability to work under own initiative.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

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Clearances – Baseline Personnel Security Standard (BPSS)

This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check ☐

This role is not subject to a BPSS check ☐

Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 2***. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret'). ☐

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 3*** (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members). ☐

This role is not subject to a NPPV check ☐

Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed. ☐

For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager. ☐

For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed. ☐