

## Job Description

<b>JOB TITLE:</b>	<b>Operations Fleet Compliance Officer</b>
<b>GRADE:</b>	<b>I</b>
<b>POST NUMBER:</b>	
<b>DIRECTORATE:</b>	<b>Communities – Public Realm</b>
<b>SERVICE:</b>	<b>Waste Services</b>
<b>RESPONSIBLE TO :</b>	<b>Borough Operations Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Waste Services Transport Co-ordinator</b>
	<p><b>This post does not require a DBS check</b></p> <p><b>This post is not politically restricted</b></p> <p><b>A Council-supplied vehicle will be provided where the use of a personal vehicle for work purposes is not possible.</b></p>
<b>JOB SUMMARY:</b>	<p>Operational lead on the Waste Services vehicle fleet and responsible for maintaining Waste Services' compliance with statutory Operators Licence requirements working in strong collaboration with the Corporate Fleet Manager to ensure the scheduling of regular maintenance, coordinating repairs, adhering to safety regulations and maintaining accurate records as required of each vehicle's condition and maintenance history and use.</p> <p>To compile and maintain vehicle and driver related procedures and record keeping ensuring the complaint, safe and efficient use of the waste operations fleet and plan, deliver and maintain driver assessments and training programmes and licence compliance checks.</p> <p>To ensure fleet availability to meet the needs of the service to deliver to schedule and achieve corporate standards of operational performance.</p>
<b>ROLE REQUIREMENTS:</b>	<i>[The role requirements are the duties and responsibilities that are specific to the job. If a duty is required to be carried out infrequently this should not be recorded as this list is not exhaustive]</i>

1.	Planning, scheduling and tracking of regular vehicle inspections, maintenance and repair in collaboration with the Corporate Fleet Manager to ensure fleet availability and operational efficiency and waste operations compliance with the Council's Operators Licence.
2.	Ensure that procurement arrangements for the replacement of the Council's waste fleet vehicles take place in good time to ensure that no interruption of service occurs.
3.	Audit vehicle repair and maintenance records, evaluating the cost-effectiveness of maintenance or repair options and identifying any under-performance, potential safety issues, irregular patterns and mis-use or abuse issues.
4.	Responsible for implementing and maintaining all waste operations fleet and driver related administrative procedures and record keeping to the required levels and standards of vehicle operating policies and statutory requirements.
5.	Ensure that regular audits of transport records, including driver logs, driving licences, tachographs, maintenance records, and vehicle inspections are conducted ensuring full traceability and compliance with statutory requirements.
6.	Maintaining a programme of driver assessments, training and drivers' licence checks for existing staff on an annual basis and as required for agency staff and new starters. Personally undertake training and assessment of drivers at all levels from non LGV up to LGV including on specialist equipment.
7.	Oversight of drivers CPC compliance ensuring annually scheduled training modules are completed to ensure continuity of driver compliance and availability.
8.	Management and investigation of accidents and dangerous occurrences producing written reports, following investigation of incidents, which will include recommendations to management to ensure action is taken to prevent reoccurrences of a known problem or issue.
9.	Ensure regular meetings take place with service managers to discuss vehicle maintenance issues and any driver related issues, supporting service managers in managing and dealing with driver related performance and disciplinary issues.
10.	Supporting the corporate management of relationships with vehicle service providers and parts suppliers and assist with the compilation of vehicle specifications to aid the procurement of new vehicles to meet the needs of service.
11.	Check and review vehicle related safety systems and supporting equipment such as on-board cameras, vehicle tracking and data recording to monitor driver and crew

	performance.
12.	Ensure procedures and facilities are in place to maintain the cleanliness and appearance of vehicles inside and out, so that they are appropriately signed and branded as required to meet corporate and safety requirements.
<b>CORPORATE RESPONSIBILITIES</b>	
13.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
14.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
15.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
16.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
17.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
18.	<p>Adherence to the Council's commitment to the health, safety and welfare at work policy:</p> <p>Health and safety responsibilities include:</p> <ul style="list-style-type: none"> <li>▪ arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements</li> <li>▪ holding staff accountable</li> <li>▪ ensuring risk assessments are carried out, reviewed and shared with all appropriate staff</li> <li>▪ ensuring staff receive adequate information, instruction, training and supervision</li> <li>▪ cooperate with trade union(s)/safety representatives and attend relevant meetings.</li> </ul>
<b>PEOPLE</b>	<i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>

19.	Supporting operational managers in managing driver performance through effective 121's, performance reviews and development planning.
20.	Manage a programme of increased training for drivers to provide opportunities to work in other service areas, to improve service efficiency overall.
21.	Manage and develop the transport co-ordinator role through effective 121s, performance reviews and development planning.
22.	Introduce communication initiatives such as regular "Driver Bulletins" providing safety and driving updates and other relevant information.
23.	Communicating with drivers to obtain feedback on vehicle performance and to address their concerns.
<b>FINANCE</b>	<i>[This is for roles that have budgetary responsibility, e.g. the requirement of managing budgets, delivery targets and the efficient deployment of resources – delete if not applicable]</i>
24.	In collaboration with the corporate fleet manager, track and monitor the inventory and usage of vehicle fuel, parts and supplies to ensure operational and budgetary efficiency.
25.	To set monitor fleet budget for waste services and address any overspends at the earliest opportunity.
<b>SERVICE</b>	<i>[This section will include requirements that the job holder may have in respect of quality assurance, continuous improvement, and the efficiency of the service]</i>
26.	Keep up with advances in vehicle technology, safety, operational and maintenance procedures and use this knowledge to support the service to continually develop and improve.
<b>PERFORMANCE</b>	<i>[This section needs to list the specific targets that are required to be met by the post holder and how these will be achieved]</i>
27.	Management and compilation of performance and compliance reports and information data.

#### OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the Council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Given the needs of the operational service postholders must be flexible in their hours of work and at times work at weekends, including on a Sunday, to ensure vehicle availability and to make the necessary arrangements for the fleet requirements on a Monday.

To be willing and able to undertake additional fleet management related training to improve personal competence.

## Person Specification

<b>Person Specification for the Post of Operational Services Fleet Compliance officer</b>		<b>Essential (E) or Desirable (D) (if applicable)</b>	<b>Method of Assessment</b> <b>A= Application Form</b> <b>T= Test</b> <b>I= Interview</b>
<b>Knowledge</b>	Strong understanding of UK transport regulations, including driver hours, tachograph requirements, vehicle inspections, and safety standards.	E	A/I
	Understanding of Waste Operations services and operational fleet availability and servicing requirements.	E	A/I
	Understanding of Council operation and internal structure and relationships.	D	I
	Excellent communication and organisation skills.	E	I
	Confident with conflict resolution.	E	I
	Be proactive and work on own initiative.	E	I
	Computer / technology literate.	E	A/I

<b>Qualifications &amp; Experience</b>	To either hold or be working towards a Certificate of Professional Competence (CPC) in Road Transport Management to be achieved within one year of taking up the post.	E	A/I
	Hold valid full LGV driving licence (Category C).	E	A/I
	Proven experience in a Transport Compliance or Fleet Management role, preferably within the waste industry.	E	A/I
	Membership of a relevant professional body, or institute	D	A/I
	Experience of managing staff in a fleet management role.	E	A/I
	Experience in interpreting performance data, compiling management assessments and solutions planning.	E	A/I
	Evidence of successful partnership working to deliver outcomes.	E	I
<b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>		<b>They are aligned to the organisation's five TOWER Values</b>	

We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<b>Building relationships:</b> Leads and supports positive working relationships across the Council and with partners to optimise outcomes Shares information and engages with others in a timely way to achieve the best outcomes.	E	A/T/I
	<b>Developing networks:</b> Ability to establish, maintains and encourages excellent working relationships via networking across teams, services within the Council and with external partners and stakeholders to achieve best outcomes for the Council.	E	I
	<b>Making it a better place to work:</b> Takes swift action to resolve issues or conflicts, to build a positive team culture in the working environment.	E	I
	<b>Collaborating:</b> Collaborates with and utilises internal and external networks in order to achieve best outcomes for the Council.	E	I
We are <b>OPEN</b> and transparent	<b>Communicating clearly:</b> Ability to present information on complex issues clearly and concisely, both orally and in writing	E	A/I
	<b>Listening, acting &amp; coaching:</b> Role models and champions a coaching culture across the Council and with partners	E	I
	<b>Managing change:</b>	E	I





	<p>responsibility and make positive changes and set appropriate goals.</p> <p><b>Focusing on well-being:</b> Ability to promote the well-being of self and others overcome difficulties by identifying and building individual strengths and achieving desired outcomes.</p> <p><b>Colleagues feel appreciated &amp; valued:</b> Actively champions successes and 'good news' across the Council, and externally that recognise the successful achievements of colleagues to inspire others.</p>	E	I
		E	I
We <b>RESPECT</b> all communities; they are the heart of everything we do	<p><b>Understanding our customer's needs:</b> Ability to use customer feedback to actively improve customer outcomes and the way services are delivered.</p> <p><b>Learning from customers:</b> Ability to develop strategies to develop or improve business processes and procedures based on learning from customers.</p> <p><b>Being a customer ambassador:</b> Champions and leads on the provision of excellent customer services that delights and creates an exceptional customer experience.</p> <p><b>Respecting diversity and being inclusive:</b> Values diversity, does not discriminate and provides equal opportunity in</p>	E	A/I
		E	I
		E	I
		E	I

	employment and service delivery.		
<b>Additional Requirements</b>	Willingness to work outside of contracted hours in the evenings and weekends subject to notice.		