

## TfL SENIOR MANAGEMENT

### ROLE DESCRIPTION

<b>Role Title:</b>	Vehicle Policy Manager
<b>Reports to:</b>	Head of Policy and Service Development, London Taxi and Private Hire
<b>Payband / Grade:</b>	3
<b>Hay score:</b>	406

#### Role Purpose

Responsible for the review, maintenance and development of relevant London taxi and private hire vehicle licensing policies and standards ensuring that standards and policies for taxi and private hire vehicles are fair, reasonable and appropriate and are delivered and maintained throughout the Directorate.

#### Key Accountabilities

- Develop and produce proposals for revisions to taxi and private hire vehicle licensing requirements and standards in accordance with the Directorate's objectives and strategy and in consultation with the taxi and private hire trades.
- Where practical and suitable seek to harmonise private hire and taxi vehicle standards in order to deliver consistency in policy and processes and seek to minimise back office administration and costs.
- Working with the relevant teams within the Directorate to ensure that any proposals in relation to vehicle policy are measured, balanced and communicated where necessary in formal and informal consultation with trade representatives and stakeholders.
- Assist, where requested and required, in the development of internal policies, processes and documentation in relation to customer facing information and processes with due regard to the on going need to streamline policies and processes, remove duplication and reduce back office costs.
- Responsible for monitoring the development and changes to relevant taxi vehicle operator regulations and legislation, working with relevant bodies such as the Department for Transport on such matters, and leading on the development and implementation of any changes required within the Directorate to implement such changes.
- Ensure that the regulatory framework which is in place is focused on the promotion of equalities, the opportunity to both the travelling public and licensees and reflecting the diversity of London's communities.

- Act as the Directorate lead in respect of relevant requests for approval for additional equipment or other changes to taxis and private hire vehicles ensuring, where possible, that such approvals maintain the required standards.
- As part of the wider management team work with the Director and Senior Managers on the continuous development and delivery of key cultural changes within the Directorate. Play an active role within the Senior Management Team to deliver effective, dynamic, leadership and management of the Directorate focusing on effective change and people management and development.

## Decision Making

The post-holder is responsible for and is required to lead in the development and interpretation of regulations and standards which affect the travelling public and the livelihoods of approximately 100,000 licensees as well as taxi and private hire vehicle owners and proprietors.

In developing new standards and regulations, the post holder will refer reasoned detailed recommendations for the consideration of the Director and the Senior Management Team. In interpreting existing standards and regulations the post holder would be expected to apply his/her experience seeking further expert advice where necessary.

Given the legal framework within which the post holder must operate, he/she must have an awareness of when there is a need to seek legal advice and how to interpret it in the context of TfL's standards and regulations.

## Financial Impact & Authority

The post holder does not have any direct or indirect financial effect on any businesses within TfL as the service delivery elements the post holder is responsible for are directly funded by the receipt of license fees.

## Key Interfaces

The following interfaces are critical to successfully achieving the key accountabilities

- Director, Taxi and Private Hire
- Head of Compliance
- Head of Business Services and Development – Taxi and Private Hire
- Head of Licensing – Taxi and Private Hire
- Head of Head of Policy and Service Development
- Complaints Manager, CCTE
- Vehicle suppliers and manufacturers
- Directors and Senior representatives from large commercial organizations
- Senior Stakeholders such as MDs of taxi and private hire companies, trade associations etc.
- GLA AMs, MPs etc.
- Other Licensing Authorities and agencies such as the DVLA and VOSA
- Central Government Departments such as the Department for Transport, the Home Office, etc.

## Knowledge, Skill & Experience

### Knowledge:

- Detailed knowledge of the aims, methods and outputs of a regulatory authority, gained by direct experience in such an authority or similar.
- Clear understanding of both policy analysis and service delivery methods.
- Appreciation of political aims, constraints and tradeoffs.
- Understanding of legal requirements and processes.
- Appreciation of the relationship between licensing authority decisions and transport authority objectives.
- Detailed knowledge of London taxi and private hire licensing legislation.

### Skills:

- Decision making. Able to Identify essential factors within complex information; consider impacts on all stakeholders; consider possible political and PR responses to any recommendation; assess social and economic outcomes.
- Performance management. Ability to devise effective service level agreements with service deliverers and clear specification for project deliverers and client through to completion.
- Relationships. Build and maintain effective relationships with all key stakeholders.
- Influencing. Bring out the positive and/or difficult aspects of issues to enable key players to more easily consider compromise.
- Promoting beneficial change. Communicate reasons for new regulations or ways of working; look to future needs for change; and ensure that changes are implemented effectively.
- Motivation of team. Must be able to manage, motivate and delegate effectively. Must recognise staff development needs and ensure they can deal with present and future tasks.
- Legislative understanding. Experience of interpreting and applying legislation and other regulatory requirements and where necessary proposing new requirements.
- Communication. Expertise needed for both internal and external communications, to ensure messages have maximum impact and that all parties understand and support/understand the TfL position. Excellent written and verbal presentational skills are essential.
- Innovation. Positive attitude to new requirements where they can help achieve objectives more quickly, efficiently or effectively.

### Qualifications and Experience:

- Hold a BTEC HNC/HND motor vehicle technology qualification or an equivalent relevant qualification to a recognised level. Qualifications in similar discipline e.g., mechanical/electrical engineering may also be acceptable.
- Proven experience within the automotive industry of vehicle repair/fleet operations.
- Experience in a management role within a regulated environment, for example, in a licensing authority or other large public authority.
- Proven ability in working effectively with a wide range of stakeholders.
- Experience of legislative interpretation and change.
- Sound appreciation of service delivery methods in a large organisation.
- Record of implementing effective equality and inclusion measures.
- Experience of implementing change.

## **Health and Safety Statement**

*All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.*

*All employees must understand and be committed to Transport for London's Health and Safety Policy statement and the Company's safety priorities and be aware of their contribution to such priorities.*

*All employees must also be aware of and comply with all current health and safety legislation and other Company requirements that are relevant to their role.*

## **Equality Statement**

*Transport for London values the diversity which exists in our city, and our aspiration is to reflect this diversity in our workforce. All employees must be aware of and committed to the Equality Policy Statement of Transport for London.*

*All employees must also be aware of and comply with other Company requirements associated with Equality and Diversity issues relevant to their role.*

## **Crime and Disorder Statement**

*It is a statutory requirement for all departments in TfL to follow Section 17 of the Crime and Disorder Act 1998.*

*Section 17 requires authorities to consider the likely affect on crime and disorder and community safety in all that they do, and take action to prevent crime and disorder, substance misuse, anti-social behaviour and behaviour that adversely affects the environment.*

*TfL has voluntarily been committed to following Section 17 since 2006, but we must all make sure that it is considered in decision making, policies and procedures in the same way that equality and health and safety are.*