

TfL SENIOR MANAGEMENT

ROLE DESCRIPTION

Role Title:	Vehicle Policy Officer
Reports to:	Vehicle Policy Manager, London Taxi and Private Hire
Payband / Grade:	2
Hay score:	291

Role Purpose

Assist in the development and implementation of relevant London taxi and private hire vehicle licensing policies and technical 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

- Assist in the development and production of 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 trade
- 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 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
- Undertaking research into licensing standards, policies and best practice elsewhere in the UK and overseas and utilising such information in order to further develop and inform decision making and change within the Directorate
- Researching and writing reports that set out the case for changes to standards and/or policies
- Where required draft replies to correspondence for reply by the Mayor, the TPH Director, Head of Policy and Service Development and Vehicle Policy Manager on issues relating to vehicle, policies and standards
- 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 polices and processes, remove duplication and reduce back office costs

- Assist in monitoring the development and changes to relevant taxi vehicle 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
- Impart and share technical information advice and guidance with taxi and private hire vehicle driver's and operator's, manufacturers, key stake holders and other interested parties to assist and facilitate with the introduction of existing and new technology, equipment and safety standards in to vehicles
- Undertake where requested and required, the development and delivery of training programs and workshops for both TfL and non TfL staff in respect of taxi and private hire vehicle technical/licensing standards and licensing policy.

Decision Making

The post-holder will assist in the development and interpretation of regulations and standards which affect the travelling public and the livelihoods of approximately 130,000 licensees as well as taxi and private hire vehicle 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

None

Key Interfaces

The following interfaces are critical to successfully achieving the key accountabilities

- Vehicle Policy Manager
- Head of Policy and Service Development
- Contracts manager
- Complaints Manager, CCTE
- Vehicle suppliers and manufacturers
- 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 DVSA
- Central Government Departments such as the Department for Transport, the Home Office etc.
- Vehicle test establishments and certification agencies

Knowledge, Skill & Experience

Skills

- Excellent interpersonal skills and the ability to communicate effectively both orally and in writing
- PC literate with an appreciation and understanding of IT, particularly in regard to the taxi driver and applicants databases, TOLA and Microsoft applications
- Proven decision making and reasoning skills and an ability to make sound recommendations
- An ability to plan, organise and prioritise work
- An ability to build and maintain effective relationships with stakeholders
- In-depth research skills
- Innovative approach to problem solving

Knowledge

- An in-depth knowledge of taxi and private hire legislation and licensing policies
- Knowledge of automotive design, ergonomics, homologation, construction, low carbon, low emissions technologies, including vehicle wheelchair accessibility designs and an ability to keep up to date with changing technologies
- Knowledge of various vehicle type testing requirements including DVSA MoT scheme
- Knowledge of vehicle regulations and legislation

Qualifications/Experience

- Proven experience of drafting letters and preparing reports
- Practical experience of legislative interpretation
- 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

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.