

Driving Standards Manager



JOB DESCRIPTION

38 hours per week usually between 07:00 and 19:00. Weekend, early morning, evening or overnight work could be required.

The post-holder will mainly work at our depots in Hackney and Walthamstow but could regularly be required to visit or work from other locations within London as the need arises.

RESPONSIBLE TO:

Head of Operations

INTRODUCTION

HCT Group is a social enterprise in the transport industry, safely providing over 30 million passenger trips on our buses every year. We deliver a range of transport services across the UK – from London red buses to social services transport, from school transport to whole bus networks, from community transport to education and training. We reinvest the profits from our commercial work into further transport services or projects in the communities we serve.

ROLE

The post holder will be responsible for delivering excellent driving standards across the business by ensuring that accidents, complaints, and mystery assessments are managed quickly and effectively. The post holder will also be responsible for implementing local accident reduction plans, leading on safety-related projects, and reporting on driving standards results to senior management.

MAIN DUTIES AND RESPONSIBILITIES

SAFETY

1. To comply with all aspects of the safety management system.
2. To comply with health and safety instructions and directives issued by management.
3. To use the appropriate safety equipment properly.
4. To refrain from the wilful misuse or interference with anything provided in the interests of health, safety and welfare.

5. To ensure that all necessary safety precautions are taken and to provide any necessary instruction to ensure compliance.
6. To report immediately any accidents, incidents or near misses as soon as possible and always within 24 hours. This should include both personal injury and vehicle damage.
7. To report immediately any hazard, faulty equipment or health and safety concern and ensure action is taken to make the hazard safe

OPERATIONS

8. To maintain company standards by means of training, disciplinary and other procedures, ensuring that the company rules are adhered to by drivers and other staff.
9. To investigate customer comments and ensure they are responded to in an adequate and timely manner and take appropriate action with staff to achieve targets.
10. To review all Driver Quality Monitoring reports, provide feedback and arrange improvement plans
11. To review all BCES results and provide feedback to drivers and arrange improvement plans
12. To liaise with first line garage staff to promptly identify preventable motor accidents and liaise with the insurance team to ensure early intervention to reduce the downtime of third party vehicles.
13. To manage the investigation process for all motor accidents and incidents and to take actions to remove or reduce the risk of re-occurrence.
14. To monitor the quality of motor incident reports and provide feedback and guidance to drivers, supervisors and managers.
15. To actively reduce claims for motor accidents to agreed targets by undertaking thorough investigations and providing relevant documentation to external and internal departments.
16. To liaise with the engineering management to identify daily and weekly trends in repair costs and implement measures to control spend
17. To provide statistics and analysis regarding accident and associated costs trends to senior management
18. To lead on preparing, implementing and monitoring accident reduction strategies
19. To update all IT systems with accident, customer feedback, DQM and BCES information
20. To manage the TfL Safety Performance Indicator report requirements
21. To collate and process Cost of Repair documentation to recover monies from third parties.
22. To undertake detailed Route Risk Assessments and prepare Route Hazard Analysis documents and brief these to all relevant staff
23. To operate the company telematics system and maximise its potential to assist with achieving improvements in driving standards
24. To visit scenes of incidents and secure evidence as part of incident investigation

25. To act as the main day to day point of contact for TfL on all safety initiatives, safety performance and projects, and maintain good relationships with TfL and other stakeholders

EQUALITY

21. Adherence to and promotion of HCT Group's Equal Opportunities Policy at all times.
22. Keep abreast of best-practice developments within equal opportunities and implement these as required.

OTHER

23. Undertake any other reasonable task required by the line manager.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Commitment to equality of opportunity and ability to work to and promote HCT Group's Equal Opportunities Policy.
- Proven success in ability to reduce accident rates.
- A positive and determined approach to improving safety cultures within organisations.
- Strong investigation skills
- Ability to cope with competing demands and to prioritise tasks.
- Good standard of GCSE education.
- In possession of an IOSH qualification
- In possession of a full, clean PCV licence
- In possession of a PCV ADI qualification
- Ability to work as part of a team and use own initiative.
- Computer literate and proficient with Microsoft Word, Excel, and PowerPoint, with the ability to learn new software packages as required.

- A thorough appreciation of the needs of external customers and external stakeholders, coupled with the ability to identify areas for improvement and implement effective action plans.
- Able to communicate effectively with all areas of internal and external staff.
- Able to provide clear and concise feedback and guidance to promote staff confidence in decision making.
- Skilled in strategic thinking and forward planning to avert problems before they occur and solve problems when they occur.
- Experienced in managing and motivation a team to achieve high standards and meet deadlines
- Ability to analyze and interpret information.
- A flexible approach and prepared to work outside of normal working hours

DESIRABLE CRITERIA

- In possession of a NEBOSH certificate or willing to work towards this qualification
- In possession of an advanced PCV ADI qualification