

**Job Title:** Driving Standards Manager  
**Reporting to:** Ambulance & Community Response Director  
**Job Band:** Band 3  
**Direct Reports:** 0  
**Size of Team:**

St John People drive a range of vehicles undertaking both emergency, urgent and routine journeys carrying equipment and patients as well as St John People to and from the 22,000 events which we cover and during our NHS support work. Ensuring that our drivers are trained to the right standards, travel safely and represent us for St John whilst out on the roads is a key responsibility. You will be our subject matter expert ensuring we have the best advice, systems and procedures in place so that we offer safe, high quality driving operations. Damage to our fleet caused by poor and careless driving causes expenditure that diverts money away from other worthwhile activities that we perform as a charity, therefore a key aspect of this role is reduce the risk of this.

As well as leading our policy formation in relation to driving, working with our education teams to ensure we are providing the right training to our St John People and heading up investigations when things go wrong will be this post holder's responsibility. Making sure we have accurate records regarding our driver numbers and permissions will also be the responsibility of this post.

## Key Responsibilities

- Lead the development of our driving policies, driver levels and permissions and contributing to other associated policies and initiatives that involve driving standards, ensuring that they meet regulatory standards
- Provide expert advice to St John's senior management team on all driving standards matters across the organisation and work in a collaborative way across Directorates to support our compliance with internal and external standards and statutory requirements
- Establish strong and positive working relationships with relevant departments such as Fleet, Events and Assurance and work in partnership with them providing high level support and advice where required
- Stay updated on current legislation and ensure that we are at the forefront of change, and network with relevant external bodies and peers to keep abreast of changes in approach or thought process which may be relevant for us
- Advise on present / proposed legislation which may affect our drivers and vehicles, and present recommendations and solutions on how we should address such challenges.
- Look at ways to improve safety (for our people, patients and other road users) and good driving behaviours and contribute to the development of training courses to train and develop our people
- Identify and bring to the attention of the organisation wide and common trends, behaviours and practice that present risk, or position us in a negative light
- Ensure that our national driver details database is updated, contains accurate information and complies with our obligations under Data Protection. Look at ways to improve systems and processes that support this activity. Ensure that there are robust processes in place to enable any relevant departments to be updated on changes in driver status.
- Provide reports on poor driver behaviour and quality and escalate, where appropriate and necessary, breaches of policy and regular infractions to the relevant managers. Provide recommendations on any remedial courses of action to prevent repetition, on request and as and when required
- Report on driving incidents and investigations, providing expert opinion on causes and driver culpability
- Acting as the liaison for any external enquires, i.e. Police investigations
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## You will

- Be able to work on your own initiative
- Work across five of the seven days of the week
- Have willingness to learn and adapt new skills
- Be resilient and adaptable, working well under pressure but with your wellbeing in mind
- Possess strong compassionate leadership, negotiation and communication skills

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level (Grade C) or equivalent including Maths & English (minimum 5)	✓	
Current Level 4 Driving Instructor Diploma qualification (maintained during role tenure)	✓	
<b>Experience</b>		
Experience in leading driver education and behaviour management in a relevant sector	✓	
Experience in developing organisational driving policy and implementing driving quality systems	✓	
Experience of working with "blue light" driver teams	✓	
Experience in incident investigation.	✓	
Experience in supporting geographically dispersed teams	✓	
Current knowledge of driving legislation and particularly section 19 regulations	✓	
Has worked in the charity sector and with volunteers		✓
Has understanding of the needs of a large number of drivers and of developing appropriate strategies to meet these needs.	✓	
Has experience of managing a budget and delivering cost improvement programmes	✓	
Has experience of leading development of improvement plans	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills, able to provide vibrant, compassionate leadership to a team.	✓	
IT and software literate in appropriate systems	✓	
Able to collaborate across a multi-matrixed organisation and operate as part of cross function teams to achieve desired goals	✓	
Able to build and maintain effective networks internally and externally	✓	
Able to manage and resolve conflicting priorities and stakeholder concerns	✓	
Able to influence through expert knowledge, able to focus on complex projects, interpret data and form a clear, logical professional position in any discussion	✓	
Analytical thinker, able to focus on complex operational transformation issues	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: RL

Date of preparation: July 2019



## BE PART OF A LIFE SAVING TEAM

