

Licensing Support Officer

Department: Infrastructure, Housing and Environment

Division: Regulation

Reports to: Senior Traffic Officer and Operations (Deputy Inspector of Motor Traffic)

JE reference: IHE1051

Grade: 6

Job purpose

Responsible for issuing Public Service Vehicle (PSV) taxi-cab licences and plates on behalf of the Inspector of Motor Traffic. Supporting the Inspector and Deputy Inspectors of Motor Traffic in the necessary procedures, enquiries and administration to ensure that all PSV / taxi-cab drivers in Jersey operate to a set of recognised standards for the benefit of Islanders' and road users' safety.

Job specific outcomes

Administer the application / renewal process of PSV taxi-cab driver licences, making sound judgements on whether an application is approved to grant a licence, requires further clarification or is refused. Referring any contentious outcomes for a final decision by the Inspector or Deputy Inspector of Motor Traffic as per the delegated responsibilities under the Law. Maintaining thorough records of any decision made that can hold up to scrutiny if appealed.

Proactively seeking clarification on applications / renewals, which may involve requests for further information, conducting face to face meetings, assistance to meet requirements and obtaining agreements with PSV / taxi-cab businesses or operators on what is required.

Invite eligible licence holders to a formal briefing at DVS and conduct the briefing sessions to explain what is expected of PSV drivers, issuing the code of conduct and answering any relevant queries.

Administer the Disclosure and Barring Service (DBS) process for PSV driver applicants, forwarding the information onto the relevant authority to confirm whether the applicant has any criminal convictions. Review the applicant's DBS results and factor this outcome into their application.

Book PSV driving tests, which must be made in person by the applicants at DVS. Check the applicant has the necessary valid driving licence and insurance documents. Provide the applicant with a date and time to take the test.

Issue licence plates to successful applicants to permit them to drive a taxi or cab. Replenishing licence plate stocks as necessary.

Maintain the waiting list for taxi-cab drivers as well as for those that apply for inclusion on the restricted taxi-cab licence once they have received their badge.

Liaise with members of the taxi-cab industry on a daily basis. Dealing with any relevant issues or complaints from members of the public. Responding to queries from States and Honorary Police.

In the event of an issue being identified, support the Senior Traffic Officer (Deputy Inspector of Motor Traffic) in investigating the issue. Contacting the PSV / taxi-cab business or operator when necessary to conduct research into a complaint or the driver's history through relevant archived documents.

In instances where the issue is deemed to be very serious or regarded as an issue of public safety, this should be referred to the Inspector or Deputy Inspector of Motor Traffic so that immediate action can be taken.

Assist with collating the necessary documentation and information for PSV / taxi-cab driver disciplinaries liaising with taxi-cab companies or operators as necessary.

Coordinate the implementation of any changes to taxi-cab tariffs, resulting from their annual review, as prescribed under Law. Inviting approximately 300 taxi-cabs to DVS to have their meters tested and sealed.

Organise the relevant accessibility training and customer care courses for 'Purple Plate' holders, intended to ensure taxi-cabs more accessible to those with disabilities.

Maintain expert understanding of the PSV / taxi-cab legislation and requirements ensuring these are incorporated into their own work and that of the section. Contribute ideas to continually improve services, to optimise efficiency, performance and customer experience.

Undertake other ad hoc administrative duties to support the Inspector of Motor Traffic and Deputy Inspectors, including typing reports, directing visitors, taking phone calls and maintaining filing systems in order to support the smooth running of the department.

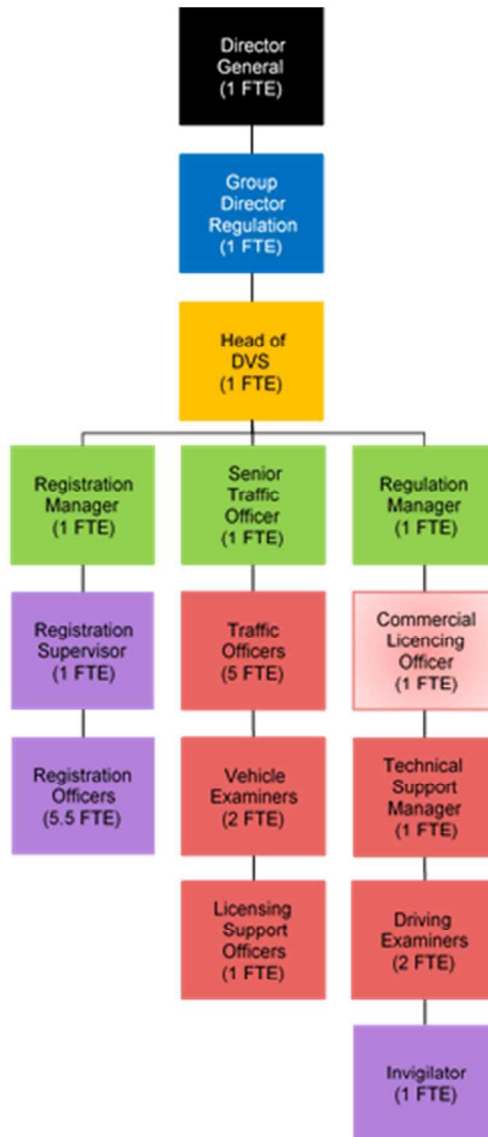
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

- PSV / Taxi-cab badges and licences

Organisational structure



Tier 1
 Tier 2
 Tier 3
 Tier 4
 Tier 5
 Tier 6

Out of Scope
 TOM 2 (2021)

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A good standard of education to GCSE or equivalent</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>A solid working knowledge of the Laws associated with PSV / Taxi-cab licensing.</p> <p>The ability to acquire good knowledge of routine work procedures.</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>The Infrastructure, Housing and Environment priorities, key objectives</p> <p>PSV / taxi-cabs</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate with ability to operate the Microsoft Office package.</p> <p>A methodical approach, with the ability to work to a high level of accuracy and attention to detail</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Good interpersonal skills, with the ability to demonstrate diplomacy when dealing with members of the industry, PSV / taxi-cab drivers, business owners and others.</p> <p>Good verbal and written communication skills, with the ability to communicate effectively to a range of stakeholders.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience working with PSV badge and licence holders.</p> <p>Experience and confidence in dealing with confrontational situations.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities, attributes and behaviour indicators.

Organisation chart

