

UKROEd ROLE PROFILE

Standards and Licensing Co-Ordinator

JOB TITLE:	Standards & Licensing Co-Ordinator
CONTRACT	Permanent
RESPONSIBLE TO:	Head of Standards and Licensing
LOCATION:	Remote or hybrid with a requirement for frequent, national level
HOURS	37.5
SALARY	£42,000 - £44,000 dependant on experience
VETTING REQUIREMENTS (Essential)	Baseline Personnel Security Standard
TO APPLY	Email CV and suitability statement to recruitment@ukroed.org.uk
CLOSING DATE	Wednesday 9 th September 2026

About UKROEd

UKROEd Ltd is a private, not-for-profit company responsible for the delivery, management and administration of the National Driver Offender Retraining Scheme (NDORS) on behalf of the Police service. It is the operating company of the Road Safety Trust and is committed to the education and training of drivers who commit low level traffic offences.

UKROEd values and respects each individual employee, client and customer and is committed to promoting equal opportunities throughout its workforce. As such, all relevant applicants will receive consideration for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Overview of the role

The role is designed to ensure that complaints are investigated fairly and proportionately, operating practices of providers and trainers are conducted in line with license agreements, accepted business practices and the law. This must be achieved in a diligent, ethical, equitable manner and always giving due regard to the UKROEd Equality, Diversity and Inclusion Action Plan. In doing so this will allow for the early identification and managing of any potential risk to the company.

There is an expectation by Senior Management that the post holder will at an early stage identify, manage and mitigate any such risk that has the potential to harm/impact on the reputation of the organisation or damage the image of the brand.

The standards and licensing department enable the company to ensure all providers and trainers maintain the required standards required to successfully deliver the NDORS courses.

The postholder is tasked with investigating complaints, supporting the smooth execution of the annual provider review process, the provisional license application process and support the licensing process.

Principal Duties and Responsibilities

1.	Conduct audits, reviews and interviews to ensure UKROEd professional standards are met.
2.	Conduct thorough investigations to establish the facts, scrutinise detail, interview individuals and prepare reports to ensure compliance with UKROEd behaviour and values framework.
3.	Conduct thorough investigations to establish the facts, scrutinise details, interview trainers and provider personnel and prepare reports to ensure compliance with UKROEd provider/trainer licences.
4.	Support the Standards and Licensing managers with the annual provider review process with forces and providers
5.	Collate data and information and compile reports and associated administration to highlight risk and learning
6.	Support the provisional license application process
7.	Support the license review process
8.	Prepare APR reports for senior management
9.	Prepare reports for senior management and external regulatory bodies as appropriate
10.	Consult with outside agencies, partners and stakeholders on compliance matters to maintain high standards
11.	Maintain and manage documentation of compliance activities – APR/provisional license applications, in addition to maintaining monthly and annual record
12.	Conduct scanning for emerging compliance issues and advise senior management on implementation or operation of compliance programmes
13.	Report breaches of compliance or regulatory standards to duly authorized enforcement agencies as appropriate.
14.	Review and modify policies and procedures relating to compliance with changes to standards set or regulations
15.	Provide employee training on compliance related topics, policies or procedures
16.	Provide assistance to internal or external auditors in compliance reviews
17.	Prepare reports for senior management and external regulatory bodies as required

18.	Review and modify policies and procedures relating to compliance with changes to standards or regulations
19.	Work closely with professional standards managers
20.	Work closely with UKROEd assessors
21.	Work closely with UKROEd learning and course development
22.	Work closely with UKROEd operations
23.	Always treats team members with respect, sets an ethical tone and leads by example.
24.	Take a supporting role in the APR process, managing multi stakeholders
25.	Take a supporting role in the provisional license application process, liaising with multi stakeholders
26.	Capable of independent work to ensure strategic objectives are met
27.	Postholder will be expected to attend monthly PS and L dept meetings in Manchester
28.	Postholder will be expected to travel nationwide to undertake in person APR reviews
29.	Postholder will be expected to travel nationwide to undertake site inspections in relation to provisional license applications
30.	Takes a lead role in supporting and raising the profile of UKROEd, including the maintenance of effective relationships with stakeholders across the NDORS scheme
31.	Takes a lead role in supporting and raising the profile of UKROEd, including the building of effective relationships with stakeholders seeking to be part of the NDORS scheme

UKROEd Person Specification Standards and Licensing Co-Ordinator

Job Related Knowledge	<i>Essential</i> • Have a working knowledge and application of legislation in a Roads policing setting (Road traffic Law), Equality Act, Data Protection Act 2018 (GDPR), Modern Slavery Act • Knowledge of workplace policies and compliance <i>Desirable</i> • Experience of stakeholder communication and engagement • Experience of briefing and presenting for senior leadership team
Experience	<i>Essential</i> • Have proven, recent experience of conducting investigations • Demonstrate an ability to complete detailed reports to a high standard • Demonstrate good communication skills and ability to deal with challenging conversations • Demonstrate a high level of computer skills • Be able to drive, hold a full driving license and have access to a vehicle. • Experience of audit/review work • Demonstrate knowledge and experience of operating within an environment relating to compliance • Contribute to robust and effective compliance controls within the organisation. • Excellent organisation skills • Be positive and confident with a commitment to high standards and consistency of approach to compliance issues and licensing. • High level of computer literacy. <i>Desirable</i> • Have practical knowledge and experience of NDORS, including the police and provider systems and processes supporting the Scheme. • Experience of analytical work • Experience of operating across multi-stakeholder platforms

Skills and Aptitudes	<i>Essential</i> • Demonstrate a commitment for promoting equality, diversity and fairness • Demonstrate the highest levels of integrity and ethical standards • Be well organised and possess good teamwork skills. • Be positive and confident with a commitment to high standards and consistency of approach to compliance issues and licensing. • Possess an ability to work with senior leaders to ensure strategies are in place to deal with compliance issues when they occur. • Demonstrate an ability to identify possible risk and make well balanced judgements and decisions to manage risk and maintain the integrity of the company and the scheme. • Possess good communication skills – written and oral <i>Desirable</i> • Self-motivated and proactive approach • Calm and measured in challenging situations • Self-motivated and proactive
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