

Head of Compliance and Training

Job Description



Job Title:	Head of Compliance and Training
Location:	East Anglia (with travel across various company sites)
Closing Date:	17:00, Friday 22nd May 2026
Line Manager:	Group Operations Director
Working Hours:	Full time
Salary / Wages:	£60,000 to £65,000 per annum
Legal Entity of Employer:	Central Connect Transport Limited

Job Purpose:

The Head of Compliance & Training will be responsible for ensuring Transport Made Simple operates safely, legally, and in full compliance with UK transport legislation and industry standards. The role will provide strategic leadership of our compliance, driver training, recruitment and colleague development activities, helping us to attract, train and retain competent, customer-focused and safety-conscious colleagues.

The postholder will lead our Transport Managers and our Training Team, create, implement and oversee compliance systems and ensure that all operational practices comply with the requirements of legislation, our regulatory bodies and the undertakings on our Operators' licences. The postholder will also provide operational leadership cover during periods of absence to maintain continuity of service delivery.

Transport Made Simple wishes to achieve Earned Recognition status by 2030, and the work of the postholder will be instrumental in working towards this accreditation.

About Us:

The Transport Made Simple Group is one of the UK's largest independently owned bus and coach operators. Our vision is to deliver reliable, sustainable public transport, which meets the needs of the communities we serve, whilst being a great place to work too. Everything we do is underpinned by our four values of Growth, Excellence, Integrity and Efficiency, which guide our day-to-day operations and longer-term decision-making. We're a team of 800 colleagues, with a fleet of 400 buses, coaches and minibuses, and we operate from a strategic network of depots across East Anglia, the Midlands and Greater London.

Our Central Connect local bus network has an annual ridership of more than 10 million passengers, delivered in partnership with sixteen Local Transport Authorities. Alongside running local bus services, we provide home-to-school, rail replacement and Demand Responsive Transport services, operate corporate and event shuttle buses and run our own programme of holidays and day trips. We also hire out our buses and coaches to a range of clients, from schools, colleges and local businesses to major names in the travel and tourism industry, such as Leger Holidays, Flixbus and PGL.

Our solutions go beyond moving people - we also support commercial fleet operators across East Anglia with reactive and pre-planned maintenance solutions from our accredited workshops, offering heavy and light vehicle MOTs, bodywork repairs and resprays, heavy recovery and breakdown response, including 24/7/365 roadside tyre assistance provided by sister company Lion Tyres Essex.

Main Duties of the Role:

Compliance and Regulatory Oversight

- Ensure full compliance with the requirements of, and undertakings on, our Operators' licences, and all relevant transport legislation.
- Oversee adherence to DVSA guidance and Traffic Commissioner expectations and Statutory Documents.
- Maintain robust digital systems for monitoring drivers' hours, working time regulations, tachographs, vehicle maintenance, and record keeping.
- Lead an effective system of proactive internal compliance audits and ensure prompt resolution of any issues identified.
- Manage compliance reporting and maintain accurate documentation to demonstrate regulatory adherence.
- Lead investigations into compliance breaches, incidents and regulatory concerns, including creating and presenting written reports on such matters to the Senior Leadership Team / Board as required.

Training, Recruitment and Development

- Plan and evaluate our training programmes, including Driver CPC, health and safety, customer service and company policy training.
- Oversee driver competence, licence compliance, and ongoing professional development.
- Maintain accurate digital training records and ensure compliance with DVSA, DVLA, and company standards.
- Manage new colleague induction programmes to ensure recruits are fully competent before beginning independent work.
- Lead the full recruitment cycle for driving and support roles, ensuring that driver establishment is met at all depots without the need for agency labour.
- Develop innovative recruitment campaigns and maintain a strong candidate pipeline.
- Coordinate external training providers and ensure cost-effective delivery.
- Support management development and leadership training initiatives.

Leadership and Team Management

- Provide leadership, direction, and professional support to Transport Managers and the Training Team.
- Foster a strong culture of safety, accountability, and continuous improvement.
- Lead, motivate, and develop trainers, examiners, and recruitment colleagues.
- Ensure all compliance-related training requirements are identified, scheduled, and delivered effectively.
- Support line managers in identifying and addressing colleague performance and training needs.

Operational Support

- Work closely with the Group Operations Director and Operations Managers to ensure operational practices remain compliant.
- Provide operational leadership cover during periods of leave or absence.
- Support the efficient delivery of safe, reliable, high quality local bus services.
- Assist with operational planning and service delivery during disruption or staff shortages.

Performance, Reporting and Continuous Improvement

- Analyse compliance and training data to identify risks, trends, and opportunities for improvement.
- Develop and implement compliance policies, procedures, and systems.
- Conduct audits and spot checks to maintain high training and safety standards.
- Provide regular reports to senior management on compliance, training outcomes, recruitment performance, and development initiatives.
- Lead initiatives that enhance safety, operational efficiency, and regulatory performance.

Why Join Us?

- Opportunity to be part of a fast-growing, digital first business
- Flat organisational structure with minimal corporate bureaucracy
- Apple iPhone and Macbook provided for work and personal use

We also offer all of our colleagues a range of workplace benefits, including free travel across the Central Connect bus network and other participating local bus operators, discounted day trips, holidays, coach hire and garage services / MOTs, free on-site parking and tea and coffee and free uniform and PPE.

Person Specification

Essential

- PSV Transport Manager Certificate of Professional Competence
- At least one year as a nominated Transport Manager within a PSV operation
- Significant managerial experience within the bus or coach industry or other road passenger transport roles
- Strong knowledge of Operator Licence compliance requirements
- In-depth understanding of drivers' hours, working time rules, and tachograph legislation
- Proven leadership experience managing operational, compliance, or training teams
- Experience in training or HR management within transport or logistics
- Ability to interpret legislation and implement practical compliance systems
- Strong communication, presentation, and organisational skills
- Full UK car driving licence

Desirable

- Experience in training within transport or logistics.
- Experience managing apprenticeship or professional development programmes.
- Experience dealing with regulatory bodies and audits.
- PCV licence.

We are looking for someone who:

- Can demonstrate an aptitude for leadership and team development
- Has regulatory awareness and excellent attention to detail
- Is a creative problem solver and confident decision-maker
- Has the ability to influence and promote a culture of compliance, safety, and continuous improvement
- Is an excellent leader, and genuinely colleague and customer focused
- Is experienced in designing, implementing and then monitoring and improving systems and processes
- Is highly proficient in using IT and computers, including learning new / bespoke systems

Postholders who join the business without a PSV driving licence will have the opportunity to complete this qualification whilst employed by us. We are committed to investing in our colleagues and will provide other training and development opportunities, including refresher training for relevant qualifications, during your employment.

Important Legal Information:

The Transport Made Simple Group is an equal opportunities employer. We are committed to creating a diverse and inclusive workplace where everyone is treated with dignity and respect. We welcome applications from all suitably qualified individuals regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Selection for employment will be based on merit, skills and experience.

In accordance with the Equality Act 2010, reasonable adjustments will be made for candidates with disabilities during the recruitment process and, where applicable, throughout employment. Please let us know if you require any adjustments at any stage.

All offers of employment are subject to satisfactory pre-employment checks. These may include verification of identity, right to work in the United Kingdom, employment references and, where appropriate to the role, Disclosure and Barring Service checks.

Important Legal Information:

We process personal data in line with UK data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018. Information provided during the recruitment process will be used solely for recruitment purposes and handled in accordance with our Privacy Notice. Your personal data will be stored by the company listed as the “Legal Entity of Employer” at the top of this job description.

We reserve the right to close this vacancy early should sufficient applications be received.