

Recruitment Process for PCO licensed Drivers

1. Job Advertising and Application Process

- **Job Advertising:** Roles are advertised across various platforms, including job boards, the company's website, and relevant industry-specific channels. Clear job descriptions, required qualifications, and expectations for each role are provided.
- **Application Submission:** Interested candidates submit their applications through an online portal or via email, including a CV, cover letter, and any other required documentation.
- **PCO Driver / Private Hire Driver Requirements:**
 - Valid PCO (Private Hire Driver) license issued by Transport for London (TfL)
 - No more than 6 penalty points within the past 3 years on your Driving Licence
 - Excellent customer service skills with a friendly and professional demeanour
 - Good knowledge of London and Greater London
 - Minimum of 48 hours per week
 - Maintain the company vehicle in top condition, ensuring cleanliness, full charge, and impeccable presentation for all assignments.

2. Initial Screening

- **Application Review:** Applications are reviewed to assess whether candidates meet the minimum requirements, including relevant experience, qualifications, and skills.
- **Telephone or Video Screening:** Candidates who pass the initial review may be invited to a short telephone or video interview to discuss their experience, motivations, and basic eligibility.

3. In-Depth Interviews

- **Structured Interview:** Shortlisted candidates are invited for an in-depth interview, either in person or via video conferencing. The interview focuses on the candidate's experience, skills, and alignment with the company's values and the requirements of a TfL license operator.
- **Competency-Based Questions:** The interview includes competency-based questions to evaluate the candidate's ability to handle specific scenarios that may arise in the role.

4. Assessment and Testing

- **Technical Skills Assessment:** Depending on the role, candidates may be required to undergo technical assessments or practical tests to demonstrate their ability to perform the job's key functions.
- **Situational Judgment Tests:** Candidates may be given situational judgment tests (SJTs) to evaluate how they would handle real-life scenarios related to the role.
- **Driver Assessments (for Driver Roles):** For roles involving vehicle operation, candidates undergo a driving assessment conducted by certified examiners to ensure they meet the required driving standards.

5. Background Checks and Vetting

- **Criminal Record Check:** All candidates undergo a Disclosure and Barring Service (DBS) check to ensure they have no criminal convictions that would disqualify them from working in a TfL licensed role.
- **Employment History Verification:** The candidate's employment history is verified to ensure accuracy, including checking references from previous employers.
- **Right to Work Verification:** The candidate's right to work in the UK is verified through documentation such as passports, visas, or other relevant documents.
- **Credit Check (if applicable):** For roles that involve financial responsibilities, a credit check may be conducted to assess the candidate's financial stability.

6. Medical and Fitness Checks

- **Health Screening:** Candidates are required to undergo a health screening to ensure they meet the physical and mental fitness standards necessary for the role. This may include eyesight tests, drug and alcohol testing, and general health assessments.
- **Fitness to Work Assessment:** A fitness to work assessment may be carried out to determine the candidate's ability to perform the physical aspects of the job safely and effectively.

7. Final Selection

- **Decision-Making:** The recruitment team, in consultation with the hiring manager, reviews all interview feedback, test results, and background checks to make a final decision on the most suitable candidate.
- **Offer of Employment:** A formal offer of employment is made to the successful candidate, subject to the satisfactory completion of all checks and assessments.
- **Contract Signing:** Upon acceptance of the offer, the candidate is required to sign an employment contract that outlines the terms and conditions of their employment.

8. Induction and Onboarding

- **Induction Program:** New employees participate in a comprehensive induction program that covers company policies, TfL regulations, safety procedures, and role-specific training.
- **Ongoing Training and Development:** Employees are provided with ongoing training to ensure they remain compliant with TfL standards and are up-to-date with any changes in regulations or company policies.

9. Record Keeping and Compliance

- **Documentation:** All recruitment and vetting documentation is securely stored in compliance with GDPR and company data retention policies.
- **Audit and Review:** The recruitment process is regularly audited to ensure compliance with TfL standards and best practices. Any identified issues are addressed promptly to improve the process.