



JOB DESCRIPTION

Role	Network Development Planner (Fares and Ticketing)
Reports to	Public Transport Customer Development Manager
Directorates	Place and Connectivity
Department	Public Transport
Grade Current Salary Banding (04/24)	Grade 10 £37,938 - £41,510

Job Purpose

To lead the delivery of the strategy and implementation for improving, simplifying and enhancing the fare and ticketing products for passengers on the region's bus network, having responsibility for delivering fare policy and products for a network that delivers over 20 million journeys a year

To collaborate with internal and external stakeholders, to build consensus across multiple parties to achieve shared objectives that align with the CPCA bus strategy, ensuring fare policy, delivery and ticketing implementation is effective

To manage the budget of multiple funding pots (including external grant funding) against an agreed programme, working within contractual requirements and reporting programme milestones to wider committees and stakeholders.

Key Responsibilities

- Devise, design and oversee the programme to improve the range of ticketing products available on the regions bus network as well as set the fares structure policy for contracted bus services (expanding to policy for all services in a franchised model), ensuring an effective delivery process with suppliers and wider stakeholders
- Manage the contract management aspects of fares policy on contacted bus services (expanding to all services in a franchised model) as well as ensuring supplier contracts are effective for revenue monitoring and evaluation purposes and the budget and performance managed to ensure effective service delivery.
- To collaborate with internal colleagues and external stakeholders to maintain but also introduce new ticketing and fare products, ensuring a clear awareness of ticketing technology and its application to benefit customers.
- Act as a subject matter expert and offer appropriate and constructive challenge within an annual review of bus stop/shelter infrastructure working with colleagues to find solutions to keep workstreams to time, budget and quality targets,
- Work collaboratively with colleagues to ensure a pipeline of projects to ensure clear and improved fare and ticketing products on the bus network, working closely through the team and matrix management to ensure concepts are designed and delivered and consultation with the public related to changes takes place.
- Planning, scheduling and managing procurement exercises and managing contracts with external suppliers, to ensure effective delivery of the fares and ticketing programme.



Person Specification

QUALIFICATIONS & KNOWLEDGE

All essential unless indicated otherwise

- To have experience of delivering fares and ticketing strategies and/or improving customer experience within a public transport network, ideally through a contracted services mechanism.
- Ability to quickly grow awareness of Department for Transport guidance and on fares and ticketing related to bus services and best practice related to fares and ticketing products
- Ability to quickly grow awareness of transport opportunities and challenges in the Cambridgeshire and Peterborough region
- Excellent organisation skills, to plan own time to meet deadlines.
- Ability to monitor and control budgets.
- Excellent IT skills including the use of excel and monitoring and evaluation information.
- Effective use of data collection, analysis, management, and reporting, with particular relevant to the elasticity between fares, usage and covering the cost of operation
- Contract management skills, with the ability to understand how contractual performance mechanisms can enable improved performance and how to apply those mechanisms as a 'critical friend' to contractors
- Analytical thinking: with the ability to pre-empt issues and solve problems in a logical manner.
- Ability to work, influence and collaborate with a wide range of stakeholders.
- Well-developed interpersonal and communication skills: able to form effective relationships with a wide range of stakeholders from public and private sectors at an operational and contractual level
- Appreciation of UK bus industry
- Good understanding of political sensitivities

EXPERIENCE

- Experience of delivering fares/ticketing strategies and products and/or improved customer experience into a public transport environment (essential)
- Experience of managing ongoing contracts and delivering them within agreed timescales and budgets.
- Experience of delivering strategies and plans related to the improvement of ticketing products for passengers in a public transport environment
- Previous experience of managing budgets for ongoing delivery of contracts, including budget setting and monitoring
- Experience of collaborating with a wide range of stakeholders to achieve a common goal



Leadership Behaviours:

- Strong proven ability to develop effective working relationships with partners/stakeholders, working in collaboration to lead, influence and achieve outcomes
- Confident communicator, able to present, explain and influence decisions on broad and complex issues with a wide range of partners/stakeholders using appropriate skills including engagement, listening, influencing, shaping, persuading and negotiating
- Able to develop effective working relationships and partnerships and drive consensus in a respectful and consistent way that builds trust and values the contributions of others
- Well-developed strategic and critical thinking combined with sound and timely actions and decisions
- The post-holder is expected to maintain the highest level of confidentiality and discretion at all times during the course of their work.