



JOB DESCRIPTION

Role	Network Development Planner (Real Time Information)
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 expanding real time information across the bus network, with a focus on information throughout the passenger journey, having responsibility for delivering an effective real time information system for a network that delivers over 20 million journeys a year

To manage the real time information system contract and wider consortium of local authorities, ensuring ongoing procurement as required

To collaborate with internal and external stakeholders, to build consensus across multiple parties to achieve shared objectives and solutions that align with the CPCA's bus strategy, ensuring real time information to passengers is effective

Key Responsibilities

- Devise, design and oversee the Real Time Information system to improve information to customers and ensure that the system and information is fit for purpose.
- Manage the contract management aspects of the Real Time Information system, ensuring the contract is effective for monitoring and evaluation purposes and the budget managed to ensure effective service delivery.
- To collaborate with internal colleagues and external stakeholders to devise and implement a model for new opportunities to expand real time information to physical locations and digital products.
- Act as a subject matter expert and offer appropriate and constructive challenge through an annual review of real time information delivery, 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 improve the real time information 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 real time information system.



Person Specification

QUALIFICATIONS & KNOWLEDGE

All essential unless indicated otherwise

- To have experience of delivering real time information within a public transport network, ideally through a contracted services mechanism.
- Ability to quickly grow awareness of Department for Transport guidance and standards for information related to bus networks
- 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.
- 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 technology based systems 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 expansion and improvement of information to 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.