



JOB DESCRIPTION

Role	Public Transport Network Delivery Manager
Reports to	Assistant Director, Public Transport
Directorates	Place and Connectivity
Department	Public Transport
Grade (Pay Award Pending 25/26)	NJC 14

Job Purpose

To take the lead role and responsibility for planning and delivery of the contracted bus network for the region and advising on the existing commercial network.

Manage a team of subject matter experts to ensure bus services are delivered via procurement methods and legislation and then on an ongoing basis through contract management and collaboration with bus operators. Lead the development of service delivery/timetable planning for the potential expansion of the bus network.

To act as the lead subject matter expert for bus service delivery in the region, working within programmes and or/projects on a cross functional basis to deliver new and/or improved governance models of bus service delivery.

Key Responsibilities

- Providing effective leadership to Bus Network Delivery, leading, managing and motivating all partners and stakeholders to achieve the CPCA objectives and agreed priority outcomes.
- Lead on the contract management aspects of Bus Network Delivery, ensuring contracts are effective for monitoring and evaluation purposes and managed to ensure effective service delivery.
- Provide and communicate effective monitoring and reporting on progress of bus services against agreed targets and milestones in dashboards and reports which are appropriate to the audience
- Act as the lead subject matter expert and offer appropriate and constructive challenge over the performance of wider project workstreams, working with colleagues to find solutions to keep workstreams to time, budget and quality targets
- Evaluate situations using multiple sources of information and set up effective monitoring and evaluation of bus network delivery to inform improvements. Solutions will typically require some new planning and resource elements.
- Work collaboratively with colleagues to ensure a pipeline of projects and improvements to improve bus service delivery and evidenced and achievable.
- Planning, scheduling and leading procurement exercises and managing contracts with external suppliers, to ensure effective delivery of bus services
- Producing timely and informed advice, briefings and reports to a range of audiences including, but not limited to, Senior Management, Place and Connectivity,



Transport and Infrastructure Committee, and other CPCA Committees/CPCA Board as required.

- Working closely with key stakeholders (internally and externally) and public sector partners to ensure that bus service delivery is effective and fit for purpose.
- Contribute to robust business cases/funding bids which provide the necessary insight upon which to make evidence-based decisions as necessary.
- Manage resources within agreed procedures and budgets, securing appropriate delivery budgets and ensure effective financial management controls are in place to provide timely budget monitoring information.
- Providing timely and effective communication to all key stakeholders and partners, including developing communications plans to support projects and contribute to the delivery.
- Primary contact with Vehicle and Operator Services Agency VOSA and the Traffic Commissioner's Office on bus service registration and operator licensing issues, implementing a proactive approach to this liaison and delegating specific activity to colleagues as appropriate

Person Specification

QUALIFICATIONS & KNOWLEDGE

All essential unless indicated otherwise

- Educated to degree level (or equivalent experience) or equivalent experience working at a commensurate level.
- To have at least extensive experience of delivering bus services, ideally through a contracted services mechanism.
- Knowledge of Local/Central Government/Combined Authorities and devolution deals (Essential – knowledge in at least of one of these areas).
- Ability to quickly grow awareness of Department for Transport guidance into bus service delivery and other operational models
- Ability to quickly grow awareness of transport opportunities and challenges in the Cambridgeshire and Peterborough region
- Excellent organisation skills, to plan the use of people and resources to meet deadlines
- Ability to monitor and control budgets
- Excellent IT skills including the use of excel and monitoring and evaluation information.
- Line management and team development
- Effective 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.
- Able to write reports/proposals/professional briefings and adapt outputs for different audiences.
- Excellent presentation skills: the ability to present complex ideas in a comprehensive but accessible format.
- Well-developed interpersonal and communication skills: able to form effective relationships with a wide range of stakeholders from public and private sectors, senior management
- Appreciation of UK bus industry
- Good understanding of political sensitivities



EXPERIENCE

- Extensive experience of delivering bus services (essential) ideally through contracts with private sector bus operators (desirable)
- Proven experience of managing ongoing contracts and delivering them within agreed timescales and budgets.
- Experience of service planning in the bus industry and adapting bus services to suit passenger needs
- Previous experience of managing budgets for ongoing delivery of contracts, including budget setting and monitoring
- Experience of negotiating and collaborating with transport providers

Leadership Behaviours :

- Proven leadership developing and empowering high performance teams and adapting leadership style in order for the individual and team to achieve their objectives alongside personal achievement and wellbeing
- 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 leadership decisions
- The post-holder is expected to maintain the highest level of confidentiality and discretion at all times during the course of their work.