

## **ROLE DESCRIPTION**

<b>Job Title</b>	Programme Document Controller - Franchising
<b>Salary Band</b>	SCP 24-26
<b>Reporting to</b>	PMO Manager (TBC)
<b>Directorate</b>	Delivery & Assurance Unit
<b>Service Area</b>	Delivery Team
<b>Political Restriction</b>	No

<b>1. Primary Purpose of the Post</b>
Provision of a Document Control and Configuration Management function for the Bus Franchising Programme and provide technical administrative support to the Programme Team. Contribute to providing a robust and efficient project controls function for the programme.
<b>2. Your responsibilities</b>
<ul style="list-style-type: none"> <li>• Effective document b for the programme by ensuring that the correct procedures and standards are being used and that all documents, drawings and specifications are up to date and at the correct revision.</li> <li>• Control of the programme documentation using the SharePoint document management system.</li> <li>• Continued effective, monitoring, reviewing and development of the document management function and processes.</li> <li>• Ownership and development of the document management process.</li> <li>• Issuing of document reference numbers and advising on suitable location for storage in the document management system.</li> <li>• Providing an ongoing review of the SharePoint solution and ensuring any changes to increase efficiency and usability are introduced in a timely manner.</li> <li>• User management and permissions to the document management system ensuring that the confidentiality and commercial sensitivity is maintained of all documentation.</li> <li>• Providing a technical administrative support function to the Programme Team by assisting in the minute production at selected meetings/workshops, maintaining the team calendar and assisting with the management of the stakeholder management system and its content.</li> <li>• Effective Internal and external stakeholder communications (Passengers, Internal, Merseytravel Directors, Elected Members, Combined Authority, Liverpool City Region).</li> <li>• Putting the customer at the heart of everything we do.</li> <li>• Anticipating and meeting customer needs and expectations.</li> <li>• Adapting our approach to recognise the diverse needs of our customers.</li> <li>• Effective planning, organising and co-ordinating of the document control and technical administration function in alignment with the overall Programme management function.</li> </ul>

- Fully supporting the Programme Team from a document control and technical administrative support perspective.
- Ability to work as a key member of the team and as an individual with minimum supervision.
- Demonstration of time and resource management skills.
- The ability to work under pressure and to deadlines.
- Promoting a culture of team motivation.
- Enthusiasm and determination to deliver.
- Effective use of technological solutions, including MS SharePoint.
- Promoting a culture of continuous improvement with the team, internal staff and stakeholders.
- Monitoring and reviewing the planning function and the way in which it is delivered.
- Challenging the status quo.
- Adopting and sharing good practice.
- Understanding and meeting all health and safety duties and responsibilities including ensuring compliance with any rail industry, transport authority or general transport related legislation.
- Ensuring adherence to Merseytravel's Safety Management System.
- Carrying out requisite procedural requirements eg. risk assessments and method statements.
- Adoption of Project Management Office (PMO) best practice and embracing any proposed organisation change in respect of any new project management methodologies.
- Keeping up to date with developments in the transport industry.
- Encourage innovative thinking.
- Embrace a culture of change.
- Effective long-term planning.
- Compliance with Merseytravel's Environmental Management System (EMS) ISO 14001.

### **3. General Corporate Responsibilities**

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

## PERSON SPECIFICATION

**Job Title:** Programme Document Controller -  
Franchising

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Previous experience in, and knowledge of, the Transport industry.	E	A, I

Experience and knowledge	E = Essential D = Desirable	Identified By
Demonstrable and proven skills in an administrative and/or document management role.	E	A, I
Excellent ICT skills in the Microsoft Office Suite.	E	A
Excellent organisational skills.	E	A, I
Experience of wider project management processes e.g. risk management, quality review, planning, configuration management, change control etc.	D	A, I
Experience of MS SharePoint.	D	A, I
Good knowledge and understanding of project and programme management methodologies and their practical application in a complex organisational setting.	D	A, I

Skills, abilities and personal attributes	E = Essential D = Desirable	Identified By
Ability to work alone, with minimum supervision or as part of a team.	E	I
Ability to communicate effectively at all levels both verbally and in written form.	E	A, I
Ability to work under pressure and to strict deadlines.	E	A, I
Ability to analyse and report.	E	A, I
Determination to deliver.	E	I
Ability to motivate colleagues.	E	I

### Key to Assessment Methods:

A - Application	I – Interview	P– Presentation	AC – Assessment
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