

## **ROLE DESCRIPTION**

<b>Job Title</b>	<b>Transport Solutions Manager</b>
<b>Salary Band</b>	SCP 44-50
<b>Reporting to</b>	Senior Digital Design & Delivery Manager
<b>Directorate</b>	Resources
<b>Service Area</b>	Digital Services and Transformation
<b>Team</b>	Digital Design
<b>Political Restriction</b>	N/A

### **1. Primary Purpose of the Post**

The Transport Solutions Manager will be responsible for a team of staff within Digital Services who develop, implement, and manage integrated transportation solutions to enhance Liverpool City regional public transit systems. This role focuses on optimising operations, improving user experience, and aligning with the strategic goals of the combined authority for multimodal transport, infrastructure modernisation, and digital innovation in smart ticketing systems.

### **2. Your Responsibilities**

#### **Solution Design and delivery**

- Develop and implement end-to-end transportation solutions tailored to the LCRCA's logistics needs, including smart ticketing, bus reform and solutions for rail and ferries.
- Assess current transport operations, identify gaps, and design scalable solutions to improve efficiency and performance.
- Create technical and operational frameworks for integrating transportation technologies, including transport management systems (TMS) and automation tools.

#### **Technology Integration**

- Evaluate, select, and implement transport-related technologies such as smart ticketing, telematics, and data analytics tools.
- Collaborate with the wider IT and technical teams to ensure seamless integration of transport solutions with existing enterprise systems
- Develop and oversee the implementation of digital tools to enhance visibility and control of transport operations.



### **Stakeholder Collaboration**

- Work closely with internal stakeholders, including corporate operations, supply chain, procurement, and IT teams, to align transport solutions with business objectives.
- Partner with external vendors, carriers, and third-party providers to deliver effective and collaborative transport strategies.
- Serve as a subject matter expert, providing insights and guidance to leadership and project teams.

### **Performance Optimisation**

- Use data-driven approaches to analyse transport performance and identify areas for improvement.
- Work with corporate operations to optimise transportation networks and processes to reduce costs, enhance service quality, and improve delivery times.

### **Sustainability and Innovation**

- Incorporate sustainability principles into transport solutions, focusing on reducing carbon emissions and optimising energy consumption.
- Stay updated on industry trends, emerging technologies, and best practices to continuously evolve transport solutions.

### **Risk and Compliance Management**

- Design solutions that ensure compliance with legal, regulatory, and safety requirements in transportation.
- Identify and mitigate risks related to transport operations, including supply chain disruptions and cybersecurity vulnerabilities.
- Develop frameworks to ensure business continuity and disaster recovery in transportation.
- Work with the IT Governance and Compliance team to promote understanding and observance of best practice in delivery of digital services

### **Project Management**

- Lead transport-related projects from conception to implementation, ensuring delivery on time and within budget.
- Define project scope, objectives, and success criteria, collaborating with cross-functional teams to achieve project goals.
- Monitor progress, resolve issues, and ensure that solutions meet both technical and operational requirements.

### **Documentation and Reporting**



**LIVERPOOL  
CITY REGION**  
COMBINED AUTHORITY

**METROMAYOR**  
LIVERPOOL CITY REGION

- Develop detailed documentation for transport architecture, including blueprints, workflows, and technical specifications.
- Create reports and dashboards to provide visibility into transportation performance and solution impact.
- Present findings and recommendations to senior leadership and stakeholder

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

- Works with senior colleagues and business leaders to evaluate the effectiveness of technologies and workflows that impact business users through regular engagement and support where required.
- Through regular Service meetings, cross site working and customer contact, develop and maintain effective communication and good working relationships and engagement with other departments, divisions, third party suppliers, partnership organisations and external bodies with clear explanation of proposed concepts and end goals.
- Work on internal, local regional and national projects as is reasonable to expected.
- Will be required to chair and participate in relevant committees, and task and finish groups to provide input into the design and use of technology impacting processes and workflow.
- Responsible for the recruitment (in accordance with policy and procedures and ongoing line management for several direct reports.
- Direct team to identify training and development needs, complete direct reports appraisals and then, with individual staff members, arrange for identified needs to be met to enhance the skills and knowledge available.
- Address performance, attendance and mandatory training compliance following expected processes and policy.
- Ensures own professional knowledge is regularly updated and keep abreast of relevant high-level developments and innovation in all areas of Digital and IT. Keeps up to date with Local Government publications using experience and in-depth knowledge of IT.
- Creates an environment that invites discussion and the freedom to speak up.
- Sets standards with staff and hold staff to account for delivery of quality work.
- Communicate and engage regularly with employees, conduct 1:1 and performance reviews in accordance with HR policy & procedure.
- Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.
- Able to absorb and deal constructively with criticism and seek support as necessary.
- Participate in an on call out of hours support rota if required.
- Ability to maintain an effective work life balance.

### **4. Recruitment Plan**

Competency Based Interview  
Assessment



## PERSON SPECIFICATION

**Job Title:** Transport Solutions Manager

CRITERIA		
Qualifications and Training	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> <li>Degree and or relevant experience</li> <li>Extensive experience in public transportation, infrastructure management, or smart ticketing solutions.</li> <li>Proven track record of managing large-scale transport projects and initiatives.</li> </ul>	D	A
	E	A
	E	A
Experience & Knowledge	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> <li>Proven experience in transportation management, solution design, or logistics architecture support</li> <li>Proven experience with e-ticketing systems</li> <li>Extensive knowledge of how e-ticketing systems integrate with payment gateways, CRM systems, and mobile apps.</li> <li>Experience working with mobile apps, web portals, and other customer-facing digital platforms. Knowledge of data analytics, predictive modelling, and performance monitoring tools.</li> <li>Experience managing technical and IT operational teams. Demonstrated experience managing people and applying HR policies and procedures</li> </ul>	E	A/I
	E	A
	E	A/I
	D	A/I/P
	E	A/I
	E	A/I

CRITERIA		
<ul style="list-style-type: none"> <li>Effective delegation skills to ensure the work is assigned and distributed to deliver at pace.</li> </ul>	D	A
<ul style="list-style-type: none"> <li>Extensive knowledge and demonstrable success in managing SLA's and KPI's in a large, complex, and diverse Enterprise.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>In-depth knowledge of operational and procedural aspects of IT hardware, networking, and peripheral equipment.</li> </ul>	E	A/I
<b>Skills &amp; abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
<ul style="list-style-type: none"> <li>Takes personal accountability and responsibility for the running the department (can get stuck in and be the up to date on details of the operation)</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Excellent Presentation and writing skills, able to deliver presentations to large groups of stakeholders.</li> </ul>	D	I
<ul style="list-style-type: none"> <li>Active and extensive problem solving and analytical skills.</li> </ul>	D	A
<ul style="list-style-type: none"> <li>Excellent interpersonal skills and ability to communicate effectively at all levels, particularly in explaining digital or technical issues to non-technical people.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Ability to meet and set deadlines and effectively deal with competing demands whilst meeting tight deadlines.</li> </ul>	E	A
<ul style="list-style-type: none"> <li>A well-developed ability to persuade negotiate and influence at the highest level.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Ability to bring to resolution conflicting positions on highly complex discussions.</li> </ul>	E	A/I
<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>

CRITERIA		
<ul style="list-style-type: none"> <li>• Determination to deliver.</li> <li>• Gravitas to form excellent working relationships with customers, colleagues, and partners.</li> <li>• Committed to helping all areas of the LCRCA to deliver their service plans which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region.</li> </ul>	E  E  E	I  I  A
<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
<ul style="list-style-type: none"> <li>• Willingness to work flexibly as and when required.</li> <li>• Ability to work effectively and efficiently from home and in the office.</li> </ul>	E  E	I  I

**Key to Assessment Methods:**

I - Interview P - Presentation A - Application