

ROLE DESCRIPTION

Job Title	Bus Development Officer
Salary Band	SCP 27 - 32
Reporting to	Bus Development Manager
Directorate	Place
Service Area and sub area	Transport
Team	Bus Development
Political Restriction	None

1. Primary Purpose of the Post
<p>To act as a point of contact for bus-related matters within a designated geographical area for both internal and external stakeholders. To lead in the development of the supported bus network within that area by conducting regular reviews and/or reacting to ad hoc commercial changes implemented by the bus operator ensuring that the provision solution is both cost effective and fit for purpose within budgetary restrictions. To support the wider team during the transition to a franchised bus network.</p>
2. Your responsibilities
<p>Development of a Bus Network that adheres to organisational values:</p> <ul style="list-style-type: none"> • Conducting regular reviews of the current bus network within area of designated responsibility. • Developing and maintaining strong, customer focussed, robust relationships with all stakeholders that focus on delivering high quality services that meet the needs of customers. • Responding to operator commercial changes to ensure that, where possible, provision is maintained at a level that is within budgetary constraint • Conflict management of differing stakeholder priorities <p>Services delivered on time, on budget and providing value for money:</p> <ul style="list-style-type: none"> • Collation and dissemination of Service Review Data. • Collaboratively working across all teams in Bus to review the service performance of supported bus services. • Effective planning, organising and coordinating of bus disruptions and network related issues across the LCR. • Resource management. • Exception reporting and horizon scanning to report to senior managers any potential network issues.



Compliant legal agreements which deliver the specified service and value for money:

- Tendered service, tender round and contract variation development
- Deminimis monitoring.
- Effective risk management.
- Effective resource management.
- Assist in Quality Partnership agreements.
- Assist in delivery and coordination of funding streams.
- Assist in the development and delivery of infrastructure works.

A high performing team:

- To work closely with officers responsible for contract performance on all aspects of service provision.
- To disseminate registration information for the division and consider the necessary reaction and approach to commercial service registration changes.
- To maintain adequate system controls, procedures and governance.
- To proactively assist in managing the performance of transport providers in a positive, customer focussed manner. Ensuring that appropriate and corrective action is taken where performance falls below required standards.
- To provide support in the form of a matrix resource function to assist other Bus Development officers as and when required.

Robust Financial Management

- Effective monitoring of the supported bus services.

Safe services and workplace

- Ensuring Health and Safety forms and integral part of all aspects of the Bus Services Development function.

Sustainable services

- Liaison with the contract performance team on all aspects of tender development and service/network planning

Continuous improvement of services

- Assist in Operator Liaison in relation to contract performance issues, operator performance review programme and service review.
- Internal liaison with other service sections within Merseytravel to provide information and accurate data as required.
- Assist with the implementation of technology enhancement programmes.



- Assist in the development and dissemination of feasibility studies.
- Liaison with Asset Management in client role for the delivery of schemes.
- Assist in day-to-day support of operators.
- Provide advice and support to schools/colleges/LEAs/LAs/other agencies on specialist transport provision.
- Manage the school services function, liaising directly with schools, centres for education Local Education Authorities and transport operators on day-to-day issues, developing cost effective solutions to the school and education offer.
- Respond to day-to-day issues relating to school services for both schools, LEA, operators and parents.

3. General Corporate Responsibilities

Demonstrating the right culture and communicating effectively

- Continuously demonstrating the behaviours of LCR First, Respect and Action Focused
- Regular dialogue and positive business relationship building with internal and external colleagues
- Sharing knowledge and information with others.
- Building personal and departmental credibility

4. Recruitment Plan

Competency Based Interview
Assessment (Presentation)

PERSON SPECIFICATION

Job Title: Bus Development Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Experience within the Transport sector 5 GCSE's including English	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Programme and project management skills.	E	A, P
Knowledge of the transport industry & transport regulatory legislation.	E	A, P
Proven track record of managing service delivery.	E	A, I
Proven track record of developing services and contracts.	E	A, P
ICT literate to a high standard.	D	A
Proven experience of customer and stakeholder engagement and relationship management within groups with conflicting priorities.	E	A, I
Proven experience of working in partnership with stakeholders with differing priorities to deliver key projects.	E	A, I
Proven experience of utilising analytical skills to make key, potentially controversial decisions.	D	A, I
Knowledge of the transport network in the Liverpool City Region.	E	A, P

Skills and abilities	E = Essential D = Desirable	Identified By
Ability to build and manage robust and effective relationships with stakeholders including political stakeholders.	E	A, I



Experience of developing and implementing service level agreements.	D	A, I
Experience of working with schools, centre for education and local education authorities.	D	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Effective communication skills.	E	A, I, P
Ability to prioritise.	E	A, I
Ability to solve complex service-related issues with innovative cost-effective solutions utilising available data to ensure that decisions are data led.	D	A, I
Negotiation Skills.	D	A, I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Respectful, Action Focused	D	A, I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment