

ROLE DESCRIPTION

Job Title	Key Account Manager
Salary Band	SCP 33-36
Reporting to	Bus Operations Manager
Directorate	Place
Service Area and sub area	Bus
Team	Network Performance
Political Restriction	N/A

<p>1. Primary Purpose of the Post</p> <p>This role manages all aspects of bus and aids rail provision across any of the Liverpool City Region district areas. The postholder will collaborate with transport operators and local authority colleagues to deliver effective transport services. They will monitor and act on information to ensure transport operators meet service level conditions, are paid accurately and on time, and are held accountable for performance issues.</p> <p>As a member of our integrated multi-modal Transport Team, you will be customer focused, collaborative, and act with urgency to help deliver a world-class transport offering To residents in the Liverpool City Region.</p>
<p>2. Your responsibilities</p> <ul style="list-style-type: none"> • Support with forecasts and departmental budgets for all supported bus services, including cross-boundary services. • Validate accurate contract payments to operators. • Manage contract variations, negotiate changes with bus operators, and formalize service changes. • Manage and distribute Government grants, formalising approved processes. • Manage contract performance, holding review meetings with bus operators. • Oversee governance, audit processes, risk management, and business continuity. • Ensure high data management standards and take action where necessary. • Handle contract procurement, tender evaluation, and award. • Support Contracts and Payments Manager with financial management, including budget forecasting and financial system accuracy. • Ensure leased equipment functions correctly and maintain data feeds from suppliers. • Collaborate with colleagues across Transport to improve network efficiencies. • Maintain in-depth knowledge of Conditions of Contract, highlighting areas for review. • Share best practices with team members • Develop benchmark performance levels for transport services prior to procurement. • Support Contracts and Payments Manager with effective leadership in the delivery of service excellence to achieve the outcomes of Transport Service Plans and in turn the Corporate Plan and other associated objectives. • Promote full consideration of the equality impacts of decisions on the full range of Protected Characteristics and be committed to equal opportunities by promoting non-discriminatory practices in all aspects of role.



3. General Corporate Responsibilities

- Collaborate with other departments, the wider organisation, and 3rd party suppliers, balancing their priorities with workload management.
- Supervise and manage teams by communicating the Corporate Plan and supporting them in delivering it.
- Model and promote adherence to LCRCA values, encouraging appropriate behaviours.
- Embed a customer-first culture with a can-do approach, focusing on communities.
- Work with public and relevant bodies to support LCR's communities, addressing local concerns, tackling inequality, and improving life chances for residents.
- Participate in training and development, using learning opportunities to enhance personal and professional skills.
- Commitment to continual personal development
- 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
- All members of the Transport Team are expected to work collaboratively across all four service areas within the Team and, when required, undertake additional duties to ensure exceptional quality and delivery.

4. Recruitment Plan

Competency Based Interview
Assessment

PERSON SPECIFICATION

Job Title: Key Account Manager

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
A relevant degree, transport qualification or equivalent professional attainment/membership – to demonstrate sufficient knowledge and professionalism to supervise a multi-disciplinary Transport team.	E	A, I
Experience and knowledge	E = Essential D = Desirable	Identified By
Extensive experience of public service delivery at a management level, supported by technical practical experience from the Transport sector.	E	A, I
Detailed knowledge of Transport Operator working environment.	D	A, I
Knowledge of the public transport industry.	D	A, I
Knowledge of the public transport network in the Liverpool City Region	D	A, I
Knowledge of public transport regulatory legislation and government policy.	D	A, I
ICT literate to a high standard including Microsoft office suite	E	A, I
Track record of developing and implementing ICT solutions to optimise service efficiency. (i.e., creation of management systems).	E	A, I
Knowledge of the key issues facing a City Region.	D	A, I
Commercial awareness within the public transport sector.	D	A, I
Extensive experience of managing budgets in line with regulations whilst ensuring best value.	E	A, I
Extensive experience of procuring services from tender design, through to procurement, evaluation, contract award and contract management.	E	A, I



Skills and abilities	E = Essential D = Desirable	Identified By
Programme and project management skills.	D	A, I
Ability to build and manage robust and effective relationships with stakeholders.	E	A, I
Ability to supervise and motivate teams of staff, to lead on recruitment and selection, staff welfare, proactive absence management.	E	A, I
Ability to work collaboratively both internally and with external partners including political stakeholders.	D	A, I
Ability to work under pressure	E	A, I
High level of skill in analytical thinking to support effective decision making.	D	A, I
Highly developed written and oral presentation skills with ability to present complex ideas in a clear and understandable way	E	A, I
Evidence of quality, time management and organisational skills, including prioritisation and delegation.	E	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Determination to deliver.	E	A, I
Commitment to continuing professional development.	E	A, I
A commitment to providing a high-quality customer service and ensuring service standards are met.	E	A, I
Commitment to and understanding of equal opportunities	E	A, I
Commitment to continuous improvement.	E	A, I
Willingness to work flexibly as and when required.	E	A, I
Ability to attend meetings inside and outside the City Region as and when required.	E	A, I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
An understanding of and a personal commitment to the Vision and Aims of LCRCA.	E	A, I
Commitment to follow and amplify the LCRCA agreed behaviours of LCR First, Respect and Action	E	A, I

Key to Assessment Methods:

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



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION