



## **ROLE DESCRIPTION**

<b>Job Title</b>	Transport Network Performance Team Leader
<b>Salary Band</b>	SCP 27-32
<b>Reporting to</b>	Transport Network Performance Manager
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Transport
<b>Team</b>	Transport Network Performance
<b>Political Restriction</b>	N/A

<b>1. Primary Purpose of the Post</b>
<ul style="list-style-type: none"><li>• To supervise and monitor the Transport Network and Transport Network Performance Officers to ensure the effective delivery of their day-to-day duties across the Liverpool City Region.</li><li>• To provide a key link between the operational team and management and both internal and external stakeholders.</li><li>• Support the delivery of strategic transport initiatives and Liverpool City Region Combined Authority projects.</li></ul>
<b>2. Your responsibilities</b>
<ul style="list-style-type: none"><li>• Providing effective supervision, leadership, motivation, and performance management of Transport Network and Transport Network Performance Officer teams to ensure delivery meets or exceeds client expectations.</li><li>• Identifying training needs, delivering officer training (new and existing), and supporting continuous professional improvement across all network performance activities.</li><li>• Ensuring full compliance with Health &amp; Safety legislation, Liverpool City Region Combined Authority Safety Management Systems, and partner requirements through risk assessments, monitoring, and training delivery.</li><li>• Supporting management and client departments in service delivery, new initiatives, policy development, and process improvements.</li><li>• Managing GDPR compliance, contract monitoring, quality control, and safeguarding of confidential personal and business information.</li><li>• Proactively managing staff absence, sickness, annual leave, wellbeing, return-to-work processes, and disciplinary matters in line with Liverpool City Region Combined Authority policies.</li></ul>



- Producing, analysing, and reporting transport performance data, including bus data, disruption reports, and survey outputs to support decision-making and client requirements.
- Providing operational IT and hardware support to officers, including out-of-hours and on-site assistance with tablets, phones, and survey software such as SNAP.
- Acting as a key operational contact and provide supervision for deployed staff during incidents, RTCs, special events, TCC/MACC operations, and emergency redeployments.
- Managing dynamic rostering, recruitment, duty swaps, targeted operations, and fleet operations to maintain business continuity and meet client deadlines.
- Liaising continuously with fellow Team Leaders, management teams, and internal and external stakeholders to ensure effective service delivery, communication, and coordination.
- Manage the teams fleet of pool vehicles to ensure MO, servicing and damage repair requirements are met as per vehicle suppliers agreements.
- Leading by example, championing systems, processes, and future service developments, and providing hands-on operational cover as required.

**3. General Corporate Responsibilities**

- 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
- Ensuring customer focus, inclusion and value for money are at the heart of decision making and implementation

**4. Recruitment Plan**

Competency Based Interview / Assessment



## PERSON SPECIFICATION

**Job Title:** Transport Network Performance Team Leader

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Relevant degree and/or relevant experience in supervising and leading a team	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Proven experience managing and supervising operational teams	D	A, I
Proven experience in a transport-focused environment	E	A, I
Proven experience of customer and stakeholder engagement and relationship management.	E	A, I
Knowledge of the transport network in the Liverpool City Region	D	A, I
Proven track record of service delivery	E	A, I
Proven experience showing understanding and implementation of organisational policies and safety management systems.	D	A, I
Knowledge of Health & Safety and Risk Assessments	E	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Strong leadership and people management skills	E	A, I
Ability to lead, inspire and motivate others within a culture of proactive service delivery and continuous improvement	E	A, I
Strong negotiation, influencing and persuasion skills with flexibility in approach to deliver the right outcomes	E	A, I
Able to deliver and lead others, prioritising competing demands and ensuring a focus on meeting deadlines/milestone	E	A, I
Ability to adapt resources dynamically in response to disruption, emergencies, or ad-hoc requests	E	A, I



<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Professional, reliable, and accountable, particularly in out-of-hours and high-responsibility situations	<b>E</b>	<b>A, I</b>
Proactive and solution-focused approach to challenges	<b>E</b>	<b>A, I</b>
A commitment to providing high quality customer service and insuring standards are met	<b>E</b>	<b>A, I</b>
Flexible and adaptable to changing priorities and operational demands	<b>E</b>	<b>A, I</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion	<b>E</b>	<b>A, I</b>
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Embed LCRCA's behaviours of LCRCA First, Action Focused, and Respect	<b>E</b>	<b>A, I</b>

**Key to Assessment Methods:**

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