

ROLE DESCRIPTION

Job Title	Transport Operations Technical Officer
Salary Band	SCP 27-32
Reporting to	Bus Operations Manager
Directorate	Place
Service Area and sub area	Network Performance
Team	Transport Team
Political Restriction	N/A

1. Primary Purpose of the Post
To support the back-office financial functions of the Transport Performance team. Ensuring the accurate and timely payment of operators who provide supported service contracts. Exercising due diligence whilst analysing financial and performance data. Ensuring that decisions made represent value for money and that procedures incorporate any audit recommendations. Collaborating with other members of the Transport Performance team to monitor operator compliance with the conditions of contract. Ensuring that operators are held accountable for performance issues and financial penalties enforced through the operator payments. Develop an understanding of the conditions of contracts and the implications for financial and performance related functions within the Transport performance team. Assist in reviewing the conditions to ensure that they reflect current procedures. To act as a key interface between both internal and external stakeholders and the financial functions of the Transport Performance team.
2. Your responsibilities
• Compile the operator contract payments for supported services with the use of the EP Morris ICT system. Ensuring that payments are accurate, paid in a timely manner and in accordance with the conditions of contract and associated financial procedures. • Enter various One-Off Costs into the EP Morris system such as emergency revenue, service credit penalties and one-off contract adjustments to be offset against the operator contract payments. Ensuring that the costs entered are accurate and that relevant financial procedures have been followed.

- Analyse performance data declared by operators through the EP Morris system. Collaborating with the Bus Development team and making use of innovative ICT systems such as Ebus and One Network to assist when making decisions on whether to apply penalties for lost mileage and late/early running. Ensuring that the Conditions of Contract have been followed.
- Assist in monitoring the performance of operators / transport providers in a positive, customer focussed manner. Bringing to attention with relevant members of the Transport Performance Team when performance falls below standard so that appropriate and corrective action can be taken.
- Liaising with other members of the Transport Performance team to monitor the number of ticket machines leased per operator and ensuring that the operators are accurately charged using rates and timescales outlined within the operator leasing agreement.
- Provide financial support for other service teams within the wider bus department, advising on relevant cost codes, raising purchase orders, and retrieving financial data from the Agresso system to aid with queries.
- Communicate with operators to ensure that operator licences and insurance documents on file are kept up to date and in compliance with the conditions of contract.
- Maintaining financial data relating to cross boundary contracts to ensure that authorities are kept up to date with any fluctuations in contract price and that recharges are accurate and issued within a timely manner. Evaluate figures when being charged by other authorities for cross boundary contracts to ensure accuracy and value for money.
- Analysing and evaluating the financial implications of potential contract variations, liaising with the Bus Development team and operators to determine best value. Issuing contract variations to operators that have been subject to evaluation and approval.
- Assist the Transport Contracts Officer with applying Inflation to operator contract payments through the EP Morris system
- Assist in the monitoring and evaluation of Merseytravel services, contracts, operator data and budgetary information to ensure the consistent delivery of high quality, reliable services to the travelling public.
- Developing and maintaining strong, customer focussed, robust relationships with all stakeholders that focus on delivering high quality services that meet the needs of customers in a manner that delivers value for money.
- Monitoring on a range of data sets linked to the general performance of supported bus services contracts and contract payments.

- Effective planning, organising and coordinating.
- Develop an understanding of the Conditions of Contract for bus supported services and assist in the review of the conditions to ensure that they are fit for purpose and reflect a more commercial approach to service delivery.
- To maintain adequate system controls, procedures, and governance.
- Recording of financial data in relation to contract payments, to aid in resolving queries to accountant and identify any contracts that should be accrued.
- Operator liaison in relation to payment queries and contract performance issues.
- To develop data quality.
- Liaising with other service sections within Merseytravel to provide information and accurate data as required.
- Ensure compliance with corporate safety systems and health and safety legislation.

3. General Corporate Responsibilities

- Participating in work to continuously improve the protocols and procedures associated with financial functions of the Bus Performance team.
- Demonstrate the LCRCA behaviours of **LCR First, Respect and Action Focus** and contribute positively to an inclusive, collaborative and supportive culture
- Take ownership of delivering high-quality work, achieving objectives and contributing to the successful delivery of corporate priorities
- Work collaboratively with colleagues, customers, partners and stakeholders to achieve positive outcomes for residents, businesses and communities
- Comply with organisational policies, procedures, governance requirements and relevant legislation, taking responsibility for health, safety and wellbeing
- Demonstrate commitment to equality, diversity and inclusion, treating everyone with dignity and considering the impact of decisions on communities and protected groups
- Take responsibility for your own learning, development and continuous improvement, contributing ideas and expertise to organisational success



4. Recruitment Plan	
Competency Based Interview	



PERSON SPECIFICATION

Job Title: Transport Operations Technical Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Experience working in Transport	D	A, I
Professional experience and track record of operating in a financial environment	E	A, I
Numeracy and Literacy skills	E	A, I

Experience and knowledge	E = Essential D = Desirable	Identified By
Ability to build robust and effective relationships with stakeholders.	D	A, I
Knowledge of the transport industry.	E	A, I
Knowledge of the transport network on Merseyside.	E	A, I
Experience of working to deadlines in a financial setting	D	A, I
Awareness of General Data Protection Regulation (GDPR)	E	A, I
Significant, demonstrable experience in finance, gained within a public sector environment.	E	A, I
Strong interpersonal skills.	E	A, I
Effective Communication skills, both written and verbal.	E	A, I
Dissemination of financial information.	D	A, I
Ability to understand and interpret timetables and route maps	D	A, I



Skills and abilities	E = Essential D = Desirable	Identified By
Proficient IT skills specifically the use of Microsoft Office Applications	D	A, I
Experience of using and assisting in implementing innovative and bespoke technology and ICT systems.	E	A, I
Professional and with the ability to maintain confidentiality.	E	A, I
Numeracy and Literacy skills	E	A, I
Enthusiastic and uses own initiative.	D	A, I
Analytical skills.	D	A, I
Ability to build strong professional relationships with internal and external stakeholders.	E	A, I
Ability to negotiate	D	A, I
Ability to manage own workload and plan effectively	E	A, I
Ability to work within a multifunctional team within an office environment	E	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Conscientious approach and exercising due diligence.	E	A, I
Determination to deliver	E	A, I
Flexible approach	E	A, I



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

Key to Assessment Methods:

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