

Role Profile

Role:	Strategic Bee Network Neighbourhood Transport Lead
Directorate:	Bus
Salary Band:	Band 8
Post Reference:	BS138
Job Evaluation Date:	11 th December 2024
Role Statement of Purpose:	To support the delivery of a strategic Bee Network Neighbourhood Transport review ensuring the needs of Greater Manchester residents and specific user groups are met and to enable the delivery of the Bus Strategy.
Reports to:	Accessible Transport Manager

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Develop strategies to deliver innovation in Neighbourhood Transport services	<ul style="list-style-type: none"> • Contribute to the development of the Authority's policies and strategies for the provision of Neighbourhood Transport, to meet social inclusion and other objectives such as defeating worklessness • Develop innovative solutions including flexible transport, and customer focused IS solutions. • Implement pilot schemes to test strategic concepts. • Maintain an up-to-date knowledge of the sector, methods, legislation and technology, including booking and scheduling software.
2.	Coordinate effective relationships between the Neighbourhood Transport Steering Group and the SME Working Groups.	<ul style="list-style-type: none"> • Ensure a regular cycle of group meetings, with appropriate representation is implemented and maintained. • Provide oversight across working groups to maintain consistency of purpose and understanding. • Offer strategic direction to all stakeholders.
3.	Ensure effective relationships with stakeholders	<ul style="list-style-type: none"> • Create, develop and maintain close relationships with Local Authorities, agencies, providers and stakeholders. • Liaise with service providers, the not-for-profit sector and other stakeholders to encourage operator investment. • Develop consistent approaches to stakeholder relationships to advance the interests of TfGM • Develop and maintain liaison with Local Authorities, Committees and groups to ensure that strategic decisions are well communicated. • Promote the interests of TfGM

4.	Ensure the needs of minority, disadvantaged, and other specified user or hard-to-reach groups are met within available resources using best value techniques.	<ul style="list-style-type: none"> • Establish and maintain arrangements for the identification of specific user needs • Ensure the ability to complete ongoing monitoring and necessary adjustments for those services in line with changing user and other requirements is built into strategic plans. • Ensure that strategic models allow services to be delivered within the resource limits and following evaluation using best value techniques and meet all governance requirements
5.	Deliver update reports, briefing papers, and presentations for CELT, GMCA and others, as required.	<ul style="list-style-type: none"> • Deliver accurate and concise briefing papers, written reports and presentations based on information gathered from across the function. • Assist with providing all stakeholders (including elected members) with accurate, informative, and timely, written, or verbal responses to queries. • Attend meetings with stakeholders and contribute as required (including taking minutes and providing other administrative support)
6.	Manage workload and stakeholder expectations effectively	<ul style="list-style-type: none"> • Create positive working relationships across the function, wider TfGM, and stakeholders. • Ensure opportunities for partnership working across the function and wider organisation are maximised through effective collaboration and communication. • Regularly update and reprioritise own work plan and development actions to take account of changing workloads, deadlines and competing priorities • Work with the Deputy Director for Bus and the Senior Bus Development Manager & other key internal contacts to coordinate work plans and methodologies. • Ensure that work is completed within time and budget requirements.
7.	Living TfGM's values	<ul style="list-style-type: none"> • Actively live and role model the values of the organisation and set an example for the rest of the organisation in how these should be applied when working both internally and externally. • Positively challenge and coach colleagues when values are not being demonstrated.
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Compliance with organisational policies and relevant legislation	<ul style="list-style-type: none"> • Data Protection legislation • TfGM Safety Management System • Bus Operator contractual management • Dignity at Work Policy

		<ul style="list-style-type: none"> • Information assurance and security in line with Cabinet Office requirements • Risk Management • Equality and Diversity legislation • TfGM Vision and Values • TfGM's Behaviours and Competencies
C2	Any other reasonable duties as required from time to time	

Key Interdependencies

Key Contacts	<ul style="list-style-type: none"> • Director of Bus • Deputy Directors of Bus • Senior Bus Development Manager • Operators • External Service Providers and Suppliers Local Authorities, Health Trusts, Primary Care Trusts, Local Education Authorities, and other public agencies • Departmental Managers, in particular Customer, Ticketing, Brand, Strategy, Legal and Procurement.
Direct reports	
Budgetary responsibility	
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

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Created By					
Jenny Coates	28.10.24				

Accessible Transport Manager <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience, Knowledge and Skills:
E1	Demonstrable practical experience in a similar role and environment
E2	Ability to effectively manage a fluctuating and variable workload in order to meet competing deadlines.
E3	High levels of resilience with ability to take input and direction to run with a task, working on own initiative
E4	Experience in developing and implementing policy initiatives, in partnership with public and private sector bodies.
E6	Proven ability to question procedure and introduce improvements where required.
E7	Advanced written communication skills and the ability to produce reports and present them to external audiences, based on analysis of complex material and options development.
E8	Proven ability to work with a wide range of people and demonstrable experience of representing and organisation externally
E9	Demonstrating objectivity, thoroughness, insightfulness and probing behaviours when approaching problems/challenging situations
E10	Ability to build strong, impactful, productive relationships with a myriad of partners and stakeholders to ensure coordinated and timely delivery
E11	Excellent communicator both with individuals and in groups, who inspires, motivates, enthuses, persuades, builds confidence and trust; demonstrates exceptional influencing skills and emotional maturity
D	Desirable Experience:
D1	Demonstrable experience of working in a transport related body
D2	Thorough working knowledge of flexible transport regulatory procedures.
D3	Experience in working in a franchised environment
EQ	Essential Qualifications – Technical, Vocational or Educational:
EQ1	Educated to degree level (or equivalent vocational qualification) in a relevant subject or with equivalent levels of experience.
EQ2	Evidence of commitment to continuing personal and professional development
DQ	Desirable Qualifications – Technical, Vocational or Educational:
DQ1	Membership of relevant professional body
DQ2	A relevant professional qualification e.g., full membership of Chartered Institute of Logistics and Transport
EA	Essential Attributes:
EA1	Works collaboratively and successfully with stakeholders, partners and teams to support delivery of agreed strategic priorities.
EA2	Self-motivation and personal drive to complete tasks to required timescales and quality standards.
EA3	Flexibility to adapt to changing workload demands and new organisational challenges.
EA4	Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of service users.
EA5	Sets clearly defined objectives and plans well in advance and takes account of risk and changes; manages time effectively in order to deliver against milestones and commitments.
EA6	Inclusive leader, actively seeking out and considering different views and perspective to inform better decision making.
EA7	The ability to lead a team of specialists

