

Role Profile

Role:	Quality and Compliance Manager
Directorate:	Chief Network Officer
Salary Band:	Band 9
Post reference:	COS43
Job Evaluation Date:	16 th July 2026
Role statement of purpose:	To lead and deliver a comprehensive safety compliance, assurance, and investigation function across the Bee Network, ensuring TfGM meets all legal, regulatory, and organisational health and safety requirements. The role is accountable for establishing and maintaining effective safety governance, leading major incident investigations, assuring operator performance, and driving continuous improvement in safety outcomes across all modes (bus, Metrolink, and infrastructure).
Reports to:	Head of Health Safety and Environment

	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.	Safety Compliance and Governance	• Develop and implement safety compliance strategies aligned to ISO45001 and TfGM Safety Management System. • Interpret legislation and regulatory standards to ensure organisation-wide compliance. • Maintain oversight of safety compliance across TfGM operations and contracted operators. • Identify, escalate and manage compliance risks to senior leadership. • Establish and monitor safety performance indicators and assurance metrics.

2.	Safety Management Systems and Assurance	• Maintain and continuously improve TfGM safety management systems and associated policies. • Ensure consistent application of safety processes across all modes and operators. • Provide assurance that systems are effectively implemented and embedded in operations. • Lead the development and implementation of governance frameworks for safety assurance.
3.	Risk Management and Safety Improvement	• Lead identification and management of strategic and operational safety risks. • Ensure effective risk assessment processes are in place across TfGM and operators. • Translate incident findings and audit outcomes into systemic safety improvements. • Drive continuous improvement and benchmarking against industry best practice.
4.	Major Incident Investigation & Assurance	• Lead and coordinate major accident and incident investigations across the Bee Network. • Establish and maintain investigation standards, frameworks and governance arrangements. • Define investigation scope, methodology and assurance requirements for complex incidents. • Oversee and assure quality of investigation outputs, ensuring accuracy, independence and robustness. • Ensure timely reporting of major incidents to Executive and Board, including clear recommendations. • Track and assure delivery of investigation actions across TfGM and operators. • Identify systemic issues and emerging risks,

		escalating to senior leadership where required.
5.	Training, Culture & Capability	• Develop and promote safety and investigation capability across TfGM and operators. • Support training programmes in safety management, investigation and compliance. • Promote a culture of learning, accountability and continuous improvement.
6.	Audit, Inspection & Assurance Reporting	• Lead internal and external audit programmes for safety compliance and assurance. • Analyse audit findings and ensure effective corrective action plans are implemented. • Provide regular and ad-hoc safety assurance reports to senior leadership and Board. • Deliver insight-driven reporting on trends, risks and performance across the network.
7.	Stakeholder Engagement & Leadership	• Act as a senior point of contact for safety compliance and investigation matters. • Engage and influence senior managers, operators, and regulatory stakeholders. • Lead and contribute to strategic discussions on safety and risk across the organisation. • Chair meetings, governance forums and investigation reviews as required.
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	Ensure you comply with all applicable legislation and organisational policy:	• Data Protection Legislation; • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities); • Bus Operator contractual management; • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management; • TfGM policies and procedures;

		• Equality and Diversity Legislation; • TfGM Vision & Values; • Act in accordance with TfGM's behaviours and competencies
C2	Any other reasonable duties as required from time to time	• Periodic site visits and travel within GM • Meeting with regulators as required

Key Interdependencies

Key Contacts	Head of HSE, Environment Manager, Head of Resilience and Business Continuity, Head of Facilities Management, Heads of Service from across Operations Division, IS Department, Commercial Services, Projects Group, Customer Services, modal operators, local authorities, DfT, Network Rail.
Direct reports	HSE Officer
Budgetary responsibility	None (But opportunity to evaluate on-going savings on maintenance and zero accident environments).
Location	Head Office: TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG Homeworking as required, Site visits as required

Office Use Only	Updated	Updated	Updated	Updated
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By: Head of HSE				

Person Specification

	ROLE <i>(Knowledge, skills and experience required at selection stage)</i>
E	Essential Experience:
E1	Significant experience in safety management, compliance and investigation in complex operational environments
E2	Proven track record of conducting audits, inspections, and compliance reviews.
E3	Proven ability to persuade staff at all levels to ensure that safety is their number one priority and that a positive safety culture is maintained throughout the project.
E4	Demonstrable communication skills including the ability to engage with and influence Senior Managers and Health and Safety professionals.
E5	Demonstrable experience leading major incident investigations
E6	IT skills on Microsoft software, and in particular the ability to create excel spread sheets.
E7	A track record of successfully commissioning operational facilities and putting in place on-going maintenance regimes.
E8	Ability to work under pressure and meet demanding deadlines
D	Desirable experience:
D1	Experience in public transport safety standards
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to Degree level or equivalent experience
EQ2	NEBOSH Diploma or similar.
EQ3	Evidence of interests in continual personal development in safety law and safety techniques.
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Chartered Membership of the Institution of Occupational Safety and Health (CMIOSH)
EA	Essential Attributes:
EA1	Self-motivated, hardworking and with the ability to prioritise conflicting demands so as to meet tight deadlines under pressure
EA2	Flexibility and willingness to adapt to a continuously changing organisation and working environment
EA3	DELIVER - Guides actions ensuring commitments are met and outcomes achieved.
EA4	ADAPT - Encourages flexibility and responsiveness to changing needs.
EA5	CARE - Promotes supportive, considerate behaviours aligned with culture.
DA	Desirable Attributes:
DA1	Working knowledge of public transport and associated safety and environmental issues