

Role Profile

Role:	Facilities Operations Manager
Directorate:	Operations
Salary Band:	Band 8 + 15% Shift Allowance.
Post reference:	BR111
Job Evaluation Date:	10 th June 2026
Role statement of purpose:	To provide visible operational leadership across Bee Network bus stations and interchanges, ensuring they are safe, welcoming and customer-focused environments. The post holder will lead day-to-day delivery of services, people performance, drive continuous improvement and change to future-proof facilities and site-based services. Responsible for the provision of safe operational sites and compliance with all relevant legislation and TfGM processes and procedures. Deliver 24/7 operational management and out-of-hours on call service. Work alongside Ops directorate colleagues delivering the Bee Network.
Reports to:	Facilities Operations Area 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.	Manage the performance and delivery of Bee Network Site Based Services	• Oversee day-to-day service delivery across assigned sites, ensuring appropriate staffing and management presence. • Produce operational updates and reports (performance, attendance, costs, compliance) for management oversight. • Conduct weekly Travelshop Ticket Stock and float checks, monthly Lost Property audits, recording all findings and investigating all discrepancies. • Lead the operational delivery of Bee Network facilities, ensuring effective coverage across hours of operation, escalating gaps and risks in line with agreed arrangements including all relevant aspects of the Working Time Directive • Produce and deliver annual operational and delivery plans aligned to TfGM and Bee Network objectives. • Manage local budgets, resources and rotas to support safe, efficient and customer-focused operations. • Delegated authority to manage local budget spend in a number of key operational areas.

		• Provide regular performance reporting against KPI's highlighting risks, trends and implementing improvement actions.
2.	Manage Health, Safety and Operational Site Risk Management	• Ensure Bee Network facilities operate in full compliance with health, safety and statutory requirements. • Deliver an open and effective safety management culture at managed sites. • Ensure risk assessments, task sheets and safe systems of work are reviewed, updated, in place, staff are trained always work safely. • Oversee the reporting and investigation of accidents, environmental incidents, operational incidents and near misses, ensuring learning is captured and shared. Produce reports of all investigative findings. • Act as a visible safety leader, promoting a strong safety culture across teams. • Lead teams through internal and external audits, ensuring compliance across sites. • Ensure all necessary audit actions are implemented to the relevant timescales.
3.	Manage , Develop and Performance Manage Teams	• Lead proactive recruitment activity and onboarding for vacant posts (Facilities Operations on average recruits 30+ per year). • Promote TfGM values and behaviours, leading by example by being an onsite manager, ensuring staff awareness and compliance with TfGM's Dignity at Work Policy. • Build engaged, high-performing teams with a clear focus on customer service, safety and professionalism. • Ensure all staff receive appropriate training, support and development aligned to role requirements. • Set clear objectives, undertake regular one-to-ones, performance reviews, wellbeing chats and provide coaching and mentoring to ensure an engaged workforce. • Recognise good performance and address behavioural or conduct issues promptly and fairly in line with TfGM's values, policies and procedures. • Conduct formal investigations and HR processes in line with policy and procedure. • Work with People Team to foster a culture of transparency and openness within teams. • Lead on staff development, identifying skill gaps and create individual training/development plans with support from the Facilities Operations Training Team

4.	Deliver a High Quality Bee Network Customer Experience	• Provide leadership to ensure Bee Network facilities offer a consistently high quality, clean, inclusive and safe customer environment. • Embed Bee Network customer service standards across all frontline operations. • Ensure teams are visible, approachable and proactive in supporting customers. • Lead engagement activity to capture feedback and drive improvements. • Review and respond to customer and stakeholder feedback, ensuring actions are implemented and issues resolved promptly.
5.	Emergency Planning, Resilience Site security and Service Continuity	• Be on call duty manager on a rota basis supporting frontline teams. • Attend OCC for each on-call shift, providing a visible Facilities Operations presence ensuring effective collaborative working. • Responsible for the SIRP (Site Incident Response Plans) for each managed Bee Network operational site, train staff in the plan delivery, test the effectiveness of the SIRP, liaise with all internal and external stakeholders and ensure all related processes are strictly adhered to. • Ensure staff understand their roles in emergency and disruption scenarios and they are competent. • Work collaboratively with operators and emergency services to maintain passenger safety and service continuity. • Implement learning from incidents to ensure continuous improvement.
6.	Partnership working and Stakeholder Management	• Act as TfGM's local operational lead for Bee Network facilities and related matters. • Communicate with teams to ensure they are engaged in wider organisational initiatives • Build and maintain effective working relationships with bus operators, tenants, local authorities and partner agencies. • Chair operational meetings as required, ensuring actions are progressed and recorded. • Work with partners to manage anti-social behaviour, disruption and local issues impacting customer experience. • Contribute effectively to town centre partnerships, transport forums and multi-agency working.

7.	Champion Innovation and Service Improvement	• Represent the department in relevant organisational projects and initiatives. • Be the local lead for the development of new and refurbished sites, including staffing models, safety, budgets and operational readiness. • Champion change, innovation and best practice across Facilities Operations Managers' team. • Support senior management in specific activity areas (e.g. Health & Safety, Behaviours, Performance, Standards, Communications) to achieve departmental and organisational objectives.
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 organisational legislation and policy:	• TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Bee Network operator contractual management • Horwich Parkway TOC 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; and • Act in accordance with TfGM's behaviours and competencies.
C2	Any other reasonable duties as required from time to time	

Key Interdependencies					
Key Contacts	Head of Facilities Management Senior Operations Manager Performance & Improvement Manager Facilities Operations Area Manager Resourcing Officer Training Team Facilities Management Operations Administrator TfGM OCC FM Function The People Team Safety & Compliance Team Customer Care Bee Network Contract Managers Digital Team Commercial Team				
Direct reports	<i>Facilities Operations Staff (circa 20 people per manager)</i>				
Budgetary responsibility	<i>Delegated responsibility to work within allocated local budgets</i>				
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG, TfGM Operational Sites				
Office Use Only	Updated	Updated	Updated	Updated	Updated
Created					
By: Stewart Connell	June 2022	May 2025 – departmental name changed.	May 2026 – Job Title and Role Profile significantly amended		

Person Specification

	<i>Assistant Duty Manager (Knowledge, skills and experience required at selection stage)</i>
E	Essential Experience:
E1	Demonstrable and detailed experience of managing people including setting clear targets, staff development and managing performance.
E2	Demonstrable knowledge of relevant operational Health and Safety regulations and experience in the practical application of associated systems and processes.
E3	Proven ability to manage resources in a customer-focused environment.
E4	Significant experience in stakeholder management and proven ability to create and maintain positive working relationships (internal and external)
D	Desirable experience:
D1	Experience of Supervising/Team Leading in a customer service focused operational environment
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Level 5 Operational Management Apprenticeship or similar
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to relevant Degree Level. Or relevant specific operational experience.
EA	Essential Attributes:
EA1	Creative and innovative with good attention to detail and a “can do” attitude.
EA2	Excellent organisational and logistical skills.
EA3	An ability to manage own workload and work without close supervision
EA4	Ability to work with, motivate and influence others to meet operational objectives, with a strong customer focus.
EA5	Flexibility and willingness to adapt to changing working environments
EA6	-Ability to communicate effectively with internal and external stakeholders both verbally and in writing.
EA7	Clear understanding of TfGM values and behaviours and the ability to apply them when leading others
EA8	Self-motivation and personal drive to complete tasks to required timescales and quality standards