

Role Profile

Role: **Facilities Operations Site Co-Ordinator (Career Grade)**

Directorate: Facilities Management

Salary Band: Band 5 and 6 – Career Graded

Post reference: BR110

Job Evaluation Date: 03.09.2025

Role statement of purpose: To provide safe, secure and operationally efficient Interchanges & waiting environments for all users and stakeholders, ensuring compliance with all relevant legislation, guidance, TfGM policies and procedures. Delivering excellent customer service, being Bee Network brand ambassadors and leading the onsite team.

Reports to: Assistant Duty 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 Band 5 <i>These set out how the KROs will be achieved – the activities required.</i>	Additional Key Actions Band 6 <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Provide a safe and secure site.	- Complete daily checks of the site and record all findings on AMIS. Submit requests for any required repairs. - Carry out detailed and frequent Security checks and record completion. - Use the onsite CCTV system to assist with operational site safety, operational performance and security. - Provide a highly visible presence to all users of the facilities. - Take the lead role in all emergency situations and incident responses, co-ordinating activities and liaising with the OCC.	Monitor site compliance with completion of all AMIS related checks. Addressing any failings/non compliances.
2.	Ensure compliance with all operational health & safety requirements.	- Ensure that all activity on the site complies with the control measures detailed in the site Risk Assessments - Ensure that all activities undertaken are in line with the Task Sheets - Ensure that all relevant	- Complete monthly site health & safety reports using iAuditor. Report all failures and non compliances, making sure they are rectified. - Assist in the development of all required site risk

		information is recorded in the site Compliance Register and follow up any missing or out of date information. • Provide a Contractor Management service that ensures the safe working practices are always followed and that site security is maintained.	assessments and update whenever necessary. Carry out monthly compliance checks on all Site Access Permits issued, making sure they are completed correctly, including detailed controlled measures.
3.	Ensure sites operate safely and efficiently.	• Complete all required Stand allocation work. Provide a safe and complaint stand allocation. • Minimise bus movements on the site by careful allocation of departure stands and monitoring of Out of Service and Layover Bays. • Complete all relevant reports including Accident Investigation, Environmental Incidents, TSI reports and any other report as required. • Escalate any incident or occurrence to the OCC and the On Call Duty Manager. • Monitor Pedestrian movements to always keep people safe and allowing the site to operate effectively and efficiently. •	• Support On Call manager in open duty coverage. Source shift cover for open duties and inform managers of rota updates. • Support and assist in the completion of accident investigations including helping to identify trends, root causes and any new control measures.
4.	Facilitate and deliver high quality customer service(s).	• Provide the Bee Network Lost property service to customers and operators. • Assist customers with expert journey planning advice. • Keep all on site customer information up to date and rectify any issues. • Support all commercial activity	• Carry out monthly audits of lost property and arrange for the disposal of all out of date items. • Complete weekly site checks of commercial posters and other collateral, ensuring it is up to date and current.
5.	Lead the local team.	• Be the operational figurehead for the shift team. Responsible for all activity on the site whilst on duty. • Monitor the standards of performance of the Facilities Operational Assistants • Monitor the stock of all required equipment, chemicals and other consumables. Order	• Address poor performance in the team and take corrective actions including mentoring, specific training or referring to the ADM. • Conduct non-complex RTW's – for absences.

		replacements/replenishment s when required making sure stock levels are controlled	
6.	Ensure operational business continuity	- Responsible for the delivery of the site operational aspects of the Emergency plans/SIRP's - Provide Bronze level incident support to OCC and on call Duty Manager	- Stakeholder liaison - Identify and inform the site manager of any changes/updates required to the SIRP.
7.	Support the delivery of the Bee Network	- Report all Bee Network Contract breaches - Liaise with the site bus operators on all aspects of site safety and operational efficiency - Work closely with the OCC, providing operational information and assistance with network issues. - Provide a disruptions support service, including producing detailed bus diversions and relevant customer information notices to operators, local authorities and internal stakeholders. - Provide support to all events and work with colleagues to deliver first class safe, secure and memorable events - Build and maintain strong relationships with external stakeholders (MAG, KAM, GMP, BTP, Local Authorities, Trafford Centre, Northern Trains).	- Identify areas of concern, including high numbers of contract breaches and develop plans for addressing issues. Work closely with colleagues in the Bus Team. - Provide support to the On Call Manager in the OCC during events and major incidents. - Provide the Facilities Operations network radio call handling service during events and incidents.
8.	Use the Facilities Operations performance management framework to drive improvements in customer service and operational standards.	- Maintain the availability of customer facilities including toilets, baby changing and Changing Places - Monitor the quality of cleaning and report all issues. - Make sure the Driver facilities are clean, equipped and safe to use.	Identify areas of improvement in local service delivery and develop corrective measures.
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 (SMS 201 Roles and Responsibilities and SMS 347,	TfGM Safety Management System (SMS 201 Roles and Responsibilities and SMS 347,

		Safe Operation of Bus Stations) • Bee Network 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 and Values	Safe Operation of Bus Stations) • Bee Network 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 and Values
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Key Interdependencies

Key Contacts	• Facilities Operations Management team • TfGM 24hr Control Centre. • Travelsafe • Bus Operator Management • Local Authority Highways depts. • GMP • Other TfGM Departments
Direct reports	• None
Indirect reports	• On site operational staff – Facilities Operations Assistants, Bee Network Facilities Assistants
Budgetary responsibility	• None
Location	TfGM Operational sites.

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created by					
S. Connell February 2025.					

Person Specification

Facilities Operations Site Co-Ordinator <i>Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Proven experience in a customer focused environment
E2	Proven experience of dealing with a variety of stakeholders and customers from diverse communities
E3	Experience of Health and Safety at Work and Environmental Protection Act
E4	Experience in a supervisory or team leader role
E5	Proven Experience of and ability to write concise and accurate reports
E6	Proven experience of reviewing data and identifying trends
E7	Experience of effectively communicating with a wide variety of groups
E8	Experience in the use of Microsoft office (Word/Excel/PowerPoint)
D	Desirable experience:
D1	Proven knowledge and experience of bus operations
D2	Proven knowledge and experience of public transport
D3	Geographical knowledge of the Greater Manchester Area
D4	Knowledge of COSHH
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	<i>Level 1 - GCSE level A to C in Maths and English or equivalent Qualification</i>
EQ2	Or relevant experience.
EQ3	<i>Level 2 Level 3 Apprenticeship or completion of specific Facilities Operations knowledge and experience assessment</i>
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	First Aid
DQ2	Recognised professional Health and Safety qualification
DQ3	<i>Level 2 – Level 5 Apprenticeship</i>
DQ4	ILT qualification
EA	Essential Attributes:
EA1	The Ability to work alone or within a team, to motivate and influence others in order to meet operational objectives, while identifying obstacles to individual and team performance and where necessary reporting these to your manager
EA2	The ability to understand and work within the legislative constraints of a public body
EA3	The ability to identify the team's work priorities in the context of departmental or section priorities and the ability to support other team members in the achievement of challenging objectives. A clear commitment to staff development.
EA4	TfGM have a clear set of Values; all candidates must have the ability to apply those values when working with and Supervising others.
EA5	A commitment to continuous development, both on a personal level and that of a team.
EA6	The ability to identify obstacles to individual and team performance and to agree actions to overcome those obstacles, involving others as appropriate.
EA7	The ability to Supervise others, monitor and report where necessary to your manager any instances of poor performance