

## Role Profile

<b>Role:</b>	<b>Events and Timetable Officer</b>
<b>Directorate:</b>	Metrolink
<b>Salary Band:</b>	Band 7
<b>Post Reference:</b>	ML72
<b>Job Evaluation Date:</b>	04/09/2024
<b>Role Statement of Purpose:</b>	To review and plan events and timetables affecting the Metrolink network supporting the Planning & Stakeholder Manager to ensure it fulfils its enhancement and service delivery requirements for the network. To be the first point of contact for the planning of events and timetabling to ensure the operator delivers sufficient operational capacity will be available to meet demand during high profile events.
<b>Reports to:</b>	Metrolink Planning & Stakeholder Manager

	<b>Key Role Outputs (KROs)</b> <i>these set out what must be achieved for the post holder to be successful in the role</i>	<b>Key Actions</b> <i>These set out how the KROs will be achieved – the activities required.</i>
<b>1.</b>	Work with the Metrolink operator and key stakeholders to ensure timetables, available capacities and service frequencies are achieved as per the contract	<ul style="list-style-type: none"> <li>• Maintain effective working relationships with Metrolink operator and key stakeholders.</li> <li>• To work with departments across TfGM for the creation and maintenance of a rolling annual events tracker supporting the management of timetables and capacity provision across the Metrolink network.</li> <li>• Work alongside the Metrolink Planning &amp; Stakeholder Manager and the Network Planning Officer to ensure that timetables deliver the required capacities and service frequencies during network disruption and significant sporting, leisure and entertainment events across the Combined Authority Area.</li> <li>• Analyse, monitor, measure and manage available capacities via the introduction of double units and special services on the network to ensure at least equal capacities are provided to balance against and service frequency reduction where appropriate.</li> <li>• Support the Planning &amp; Stakeholder Manager to analyse and interpret information on patronage and staffing levels against timetable obligations as specified in the Metrolink contract.</li> <li>• Challenge the operator when contractual obligations are not being met, recommending changes to timetabled operations for the operator to hit targets.</li> </ul>

		<ul style="list-style-type: none"> <li>• Produce clear, accurate documents on feedback and performance to be reviewed after each event</li> <li>• Monitor the delivery of KAM operations plans for each event challenging the operator to ensure sufficient capacity is provided and required resource in in place for customer safety, support and reassurance.</li> <li>• Manage and maintain an auditable log of Operations plans.</li> <li>• Review proposed operation plans in advance of sporting, entertainment or leisure events and compare these to timetable and resource delivery requirements.</li> <li>• Support the Planning &amp; Stakeholder Manager with carrying out annual audit with the operator – covering events and amended access, review evidence to confirm if compliant with contract and produce audit report with findings including and recommendations where needed</li> <li>• Review feedback from events and propose changes into lessons learnt exercises.</li> </ul>
2.	<p>Timetable development, journey time monitoring and enhancements and future planning</p>	<ul style="list-style-type: none"> <li>• Work with the Metrolink Planning &amp; Stakeholder Manager and the Network Planning Officer to develop options and future plans, translating these requirements into timetable change proposals and options.</li> <li>• Work with the operator to identify where service enhancements or improvements can be made within the timetable to improve services for customers, recommending changes to the contract where required for consideration by the Metrolink Planning &amp; Stakeholder Manager.</li> <li>• Proposing network enhancements to the operator</li> <li>• Source data from the from Tram Management System (TMS) data to create a visual representation for displaying stop to stop journey times on a line-by-line basis for the full network.</li> <li>• Analyse and monitor these visuals and datasets correlating changes in journey times to disruptive impacts on the network.</li> <li>• Work with the operator and engineers to share journey time analytics and understand reasons for network delay.</li> <li>• Challenge KAM to remove speed restrictions in the network to increase journey times.</li> <li>• Review all changes made to the network including first and last tram timetabled services and capacity increases/decreases across the duration of the day.</li> </ul>

<p>3.</p>	<p>Support timetable enhancements and changes</p>	<ul style="list-style-type: none"> <li>• Compliance check each timetable received from the operator against contract specifications.</li> <li>• Work with the TfGM central maintenance team to ensure timely uploads of timetable data to planning system. Work with the team to identify development opportunities that could streamline the upload process.</li> <li>• Work with the operator to identify where service enhancements or improvements can be made within the timetable above and beyond stipulations of the contract</li> <li>• Analyse utilised capacity across the network and monitor customer feedback to identify required changes to fleet allocation and timetabled service patterns</li> <li>• Carry out analysis event capacity enhancement requirements using patronage data and feed into reports to internal and external stakeholders.</li> <li>• Assist the Network Planning Officer and Planning &amp; Stakeholder Manager to deliver planned and unplanned disruptive service patterns and timetables</li> <li>• Review all changes made to timetables including first and last tram services and capacity increases/decreases and propose changes where require</li> </ul>
<p>4.</p>	<p>Work with the Operator and Internal Departments to improve and develop customer communication and information</p>	<ul style="list-style-type: none"> <li>• Develop event related signage and communication plans with the operator and internal teams</li> <li>• Arrange site walk outs for customer information placement</li> <li>• Work with the Network Planning Officer to analyse and collate feedback from events, combine these with amended access data and use this to further develop customer communications across the network.</li> <li>• Provide information on events and service changes to the TfGM TDM team for incorporation to customer information activities.</li> <li>• Attend internal and external stakeholder meetings regarding customer communications and signage.</li> </ul>
<p>5.</p>	<p>Support management of events that directly and non-directly affect the network</p>	<ul style="list-style-type: none"> <li>• Attend weekly events meetings and provide updated information regarding Metrolink impacting events to the operator</li> <li>• Attend regular site walk outs.</li> <li>• Develop barrier and crowd plans with the operator, incorporating feedback into engineering development for corralling and turnstiles.</li> </ul>

		<ul style="list-style-type: none"> <li>• Work with the operator to better define resource levels required for events based upon attendance data and utilised capacity analysis.</li> <li>• Propose changes to crowd management arrangements to ensure passenger safety on the network during events of high footfall.</li> <li>• Give updates at external meetings for event arrangements</li> </ul>
6.	To be the key contact for the planning of events and timetabling to ensure the operator delivers sufficient operational capacity during increased demand	<ul style="list-style-type: none"> <li>• Be the key contact for events within the Metrolink Department.</li> <li>• Consult with the operator on operational plans and propose amendments to operational plans where required.</li> <li>• Work with utilised capacity analysis to review previous events and propose amendments to capacities within timetables.</li> <li>• Use network knowledge to identify areas of high patronage and work with the operator to put mitigations in place to increase capacity.</li> <li>• Attend on site or operator/TfGM's control rooms during large scale events and make decisions on dynamic changes when required</li> </ul>
7.	To work with the operator to ensure that all network affecting events are delivered safely.	<ul style="list-style-type: none"> <li>• Ensure all events are carried out in a safe manner</li> <li>• Ensure any events that interlink with tracks or overhead lines have relevant safety mitigations in place by the operator.</li> <li>• Work with the operator on required staffing levels for events and specialist assistance.</li> <li>• Work with internal and external engineering teams to agree maximum vehicle limits</li> <li>• Carry out detailed reviews of risk assessments with the operator</li> </ul>
8.	To produce a detailed rolling annual programme of events and amended access.	<ul style="list-style-type: none"> <li>• To work in conjunction with the Network Planning Officer producing detailed documents of all planned and short notice engineering work and events taking place across the Combined Authority impacting upon Metrolink</li> <li>• To keep a rolling annual updated spreadsheet plan of all events impacting the Metrolink network</li> <li>• Produce slides and documentation to present at internal and external meetings surrounding events</li> </ul>
<b>Compulsory Outputs (COs)</b> <i>these set out what must be achieved for the post holder to be successful in the role</i>		<b>Key Actions</b> <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"> <li>• Data Protection legislation</li> <li>• TfGM Safety Management System</li> <li>• Bus Operator contractual management</li> </ul>

		<ul style="list-style-type: none"> <li>• Dignity at Work Policy;</li> <li>• Information assurance and security in line with Cabinet Office requirements;</li> <li>• Risk Management</li> <li>• Equality and Diversity legislation</li> <li>• TfGM Vision and Values</li> <li>• TfGM's Behaviours and Competencies</li> </ul>
<b>C2</b>	Any other reasonable duties as required from time to time	<p>Attend public events outside normal working hours</p> <p>Cover On call when necessary</p> <p>Attend IMT's and LIMT's that could have an impact on events</p> <p>Deputise for Planning &amp; Stakeholder Manager at Event and Possession meetings as required. This includes working alongside other departments and making decisions to ensure the smooth running of the Metrolink Events and wider scope of Metrolink work. This may include support on evenings and weekends when required.</p>

### Key Interdependencies

<b>Key Contacts</b>	<ul style="list-style-type: none"> <li>• Metrolink Planning &amp; Stakeholder Manager</li> <li>• Network Planning Officer</li> <li>• Projects Team</li> <li>• Strategy Team</li> <li>• Operator</li> <li>• TDM Team</li> <li>• Metrolink Service Delivery Team</li> <li>• Metrolink Engineering Team</li> <li>• Metrolink Revenue Team</li> <li>• Brand, Marketing and Design</li> <li>• Commercial and Finance.</li> <li>• MCC Events team</li> </ul>
<b>Direct reports</b>	N/A
<b>Budgetary responsibility</b>	N/A
<b>Location</b>	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

<b>Office Use Only</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>
<b>Created By</b>					
Elizabeth Boyle August 2024	Ian Davies August 2024				

<b>Events and Timetable Officer</b> <i>(Knowledge, skills and experience required at selection stage)</i>	
<b>E</b>	<b>Essential Experience:</b>
E1	Experience of delivering standards of service within contract terms
E2	Ability to write reports succinctly and to time
E3	Ability to communicate effectively with a wide range of people in both a verbal and written format
E4	Experience of building and maintaining productive joint working relationships
E5	Experience of managing and analysing complex data to improve service performance
E6	Experience of successfully managing multiple tasks to deliver outputs within required timescales
E7	Demonstrable ability to work on own initiative to deliver a wide portfolio of objectives
<b>D</b>	<b>Desirable experience:</b>
D1	Transport operations experience in customer service delivery
D2	Ability to demonstrate an understanding of the issues relating to events and timetables
D3	Ability to demonstrate analysis and influencing experience
D4	Event and timetable involvement experience
D5	Proficient in the use of database software (e.g. Microsoft Access) and Microsoft Excel
<b>EQ</b>	<b>Essential Qualifications – Technical, Vocational or educational:</b>
EQ1	Educated to A-Level standard or equivalent, with a minimum of 5 GCSE's at A-C grade including Maths and English (or equivalent)
<b>DQ</b>	<b>Desirable Qualifications – Technical, Vocational or educational:</b>
DQ2	Degree level education
<b>EA</b>	<b>Essential Attributes:</b>
EA1	A commitment to deliver the agreed work plan to the timescale and standards required.
EA2	An understanding of the processes in place to deliver streams of work
EA3	An approach of 'no surprises please' – keeping your manager and others informed of the potential for significant change to the work plan – unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors
EA4	A customer focused approach - an understanding of, and appropriate response to, the expectations of the TFGM and external customers the role holder must work with
EA5	Personal behavior that is in line with the TFGM statement of values and behaviors
EA6	An ability to work effectively with colleagues whose work will be impacted by your activities, and of those where you will be affected - managing the interdependencies
EA7	A commitment to manage and review your work on a regular basis
EA8	An ability to work without close supervision
EA9	Pride in consistently delivering work to required standards and deadlines
EA10	Able to make positive contribution to work teams
EA11	Punctual and attentive
EA12	Competent in adhering to TFGM policies, procedures and working practices
EA13	Prepared to assist others to manage fluctuations in workload