

## Role Profile

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| <b>Role:</b>                      | <b>Bus Performance Manager</b>                                                                                                                                                                                |
| <b>Directorate:</b>               | <b>Bus</b>                                                                                                                                                                                                    |
| <b>Salary Band:</b>               | Band 9                                                                                                                                                                                                        |
| <b>Post Reference:</b>            | BS125                                                                                                                                                                                                         |
| <b>Job Evaluation Date:</b>       | 30.01.2023                                                                                                                                                                                                    |
| <b>Role Statement of Purpose:</b> | To effectively manage the performance of the franchised bus network and franchisees, using the performance regime and other contractual tools to ensure the best possible service delivery for the passenger. |
| <b>Reports to:</b>                | Senior Bus Performance Manager                                                                                                                                                                                |

|           | <b>Key Role Outputs (KROs)</b><br><i>these set out what must be achieved for the post holder to be successful in the role</i> | <b>Key Actions</b><br><i>These set out how the KROs will be achieved – the activities required.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>1.</b> | Ownership of performance management for a large bus service franchise(s)                                                      | <ul style="list-style-type: none"> <li>Proactively manage the performance of franchise(s) using the contractual provisions provided.</li> <li>Ensure Day-to-day management of operators' performance, including financial and operational performance.</li> <li>On a daily basis, monitor service delivery performance and review impacts on revenue and patronage.</li> <li>At all times, maintain a detailed knowledge of route performance, and identify route performance that fail to meet contractual standards.</li> <li>Use an evidence-based approach to work with franchisees to improve service performance, setting targets and remedial action plans as necessary.</li> </ul> |
| <b>2.</b> | Lead TfGM contact in all communication with the franchise operator(s)                                                         | <ul style="list-style-type: none"> <li>Develop and maintain excellent relationships with portfolio of franchisees, facilitating effective communications with all relevant TfGM departments.</li> <li>Facilitate contact and discussions with multiple TfGM departments and support as appropriate principally engagement with Finance, Facilities Management, Customer, Safety and Compliance as well as the TfGM Bus Services team.</li> <li>Act at pace to respond to service delivery issues and be prepared to engage with the appropriate stakeholders and/or governance processes to enable service changes to take place.</li> </ul>                                               |

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| 3. | Manage and monitor service delivery, patronage and revenue performance at a route level and liaise with franchisee and other areas of TfGM | <ul style="list-style-type: none"> <li>• Take a proactive approach to the monitoring of route level performance in terms of service delivery, patronage and revenue.</li> <li>• Identify areas of under-performance, identify causes and take action if issues regarding the performance of the operator are responsible within the framework of the contract.</li> <li>• Provide forensic-level detail of the analysis and issues.</li> <li>• Where service changes are made, ensure that impacts are tracked and reported on appropriately and referred for further action as necessary.</li> </ul> |
| 4. | Ensure contract Compliance                                                                                                                 | <ul style="list-style-type: none"> <li>• Develop and implement a comprehensive range of processes to monitor and manage operator contract compliance, within the establish franchise framework.</li> <li>• Ensure franchisees fulfil their contractual obligations by monitoring, reviewing and challenge performance and compliance issues that arise.</li> </ul>                                                                                                                                                                                                                                    |
| 5. | Manage and monitor KPI performance dashboard.                                                                                              | <ul style="list-style-type: none"> <li>• Monitor operators against contractual service level agreements.</li> <li>• Ensure accurate KPIs are provided for the whole organisation to ensure maximum awareness of franchise performance and to allow any specific areas of underperformance to be understood, and actions to be put in place.</li> <li>• Use KPI and other data to assist in the compilation of reports and make recommendations where service changes are required</li> </ul>                                                                                                          |
| 6. | Effective management of the Bus Performance Leads and work streams                                                                         | <ul style="list-style-type: none"> <li>• Develop and keep under review a delivery/work plan/schedule for the Bus Performance Leads, working closely with the wider function and stakeholders to meet urgent and changing priorities and respond in a timely manner to network requirements</li> <li>• Manage concurrent and multiple work streams delivery deadlines, setting team targets to monitor output progress.</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths and embed within the team.</li> </ul>                                        |
| 7. | Support provided during periods of service disruption/incidents                                                                            | <ul style="list-style-type: none"> <li>• Be prepared to provide on-call support during weekends to ensure the Bus Team can react to service issues as they arise</li> <li>• Provide timely updates to senior management on issues as they arise</li> <li>• Support senior management when TfGM Incident Management requires</li> </ul>                                                                                                                                                                                                                                                                |

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| 8.                                                                                                                             | Effective liaison with Members and Stakeholders                    | <ul style="list-style-type: none"> <li>• Produce regular performance and other related reports to GMTTC as appropriate.</li> <li>• Act as initial point of contact for members where a service delivery issue become apparent and draft responses.</li> <li>• Escalate and work with Senior Lead for Stakeholder and District Liaison to ensure joined-up approach to managing relationships.</li> <li>• Input to other correspondence as to service delivery issues and associated actions.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9.                                                                                                                             | A positive and productive climate within Bus team and across TfGM. | <ul style="list-style-type: none"> <li>• Provide clear, visible and collaborative leadership both externally and internally with partners and colleagues and through the effective management of the function.</li> <li>• Engage and enable employees, consultants, and advisors to be the best they can be by demonstrating the cultural and behavioural norms, inspiring confidence and commitment to the goals of TfGM.</li> <li>• Work cross functionally to deliver an integrated approach to functional management, reporting, business planning and budget management</li> <li>• Understand and effectively work within the political and financial landscape in which TfGM operates.</li> <li>• Effectively manage a fluctuating and variable workload in order to meet competing deadlines</li> <li>• Demonstrate and develop professional and personal resilience throughout the team, making decisions without a full complement of data/information when necessary</li> </ul> |
| 10.                                                                                                                            | Living TfGM's Values                                               | <ul style="list-style-type: none"> <li>• Actively live and role model the values of the organisation and set an example for your team in how these should be applied when working both internally and externally.</li> <li>• Positively challenge and coach colleagues when values are not being demonstrated.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Compulsory Outputs (COs)</b><br><i>these set out what must be achieved for the post holder to be successful in the role</i> |                                                                    | <b>Key Actions</b><br><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> <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> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|           |                                                           | <ul style="list-style-type: none"> <li>TfGM's Behaviours and Competencies</li> </ul> |
| <b>C2</b> | Any other reasonable duties as required from time to time |                                                                                      |

### Key Interdependencies

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| <b>Key Contacts</b>             | <ul style="list-style-type: none"> <li>Senior Bus Performance Manager</li> <li>Head of Bus Network Design and Operations</li> <li>Bus Service/Route Planning Manager</li> <li>Bus Commercial Team</li> <li>TfGM Directors and Heads of Departments</li> </ul> |
| <b>Direct reports</b>           | <ul style="list-style-type: none"> <li>Bus Performance Lead</li> <li>Bus Systems Specialist</li> </ul>                                                                                                                                                        |
| <b>Budgetary responsibility</b> |                                                                                                                                                                                                                                                               |
| <b>Location</b>                 | TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG                                                                                                                                                                                                      |

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| <b>Office Use Only</b> | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> |
| <b>Created By</b>      |                |                |                |                |                |
|                        |                |                |                |                |                |

| <b>Bus Performance Manager</b><br><i>(Knowledge, skills and experience required at selection stage)</i> |                                                                                                                                                                                                           |
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| <b>E</b>                                                                                                | <b>Essential Experience, Knowledge and Skills:</b>                                                                                                                                                        |
| E1                                                                                                      | Substantial and demonstrable experience at a management level in a similar role and environment                                                                                                           |
| E2                                                                                                      | Experience of operating in complex and variable environments, managing competing deadlines                                                                                                                |
| E3                                                                                                      | Experience in managing a large franchise within contractual provisions                                                                                                                                    |
| E4                                                                                                      | Experience in performance management of large contracts.                                                                                                                                                  |
| E5                                                                                                      | Experience of setting governance arrangements to manage risk and allow strategic oversight.                                                                                                               |
| E6                                                                                                      | Proven ability to work with a wide range of people and demonstrable experience of representing and organisation externally                                                                                |
| E7                                                                                                      | Ability to understand client / contract requirements to maximise productivity and measure and improvement                                                                                                 |
| E8                                                                                                      | Experience of effectively analysing problems and data, paying high attention to detail, and presenting solutions and information in a meaningful way to a diverse range of audiences.                     |
| E9                                                                                                      | Excellent analytical mindset with broad commercial acumen generating meaningful, actionable insights                                                                                                      |
| E10                                                                                                     | Demonstrating objectivity, thoroughness, insightfulness and probing behaviours when approaching problems/challenging situations                                                                           |
| E11                                                                                                     | Ability to build strong, impactful, productive relationships with a myriad of partners and stakeholders to ensure coordinated and timely delivery                                                         |
| E12                                                                                                     | Excellent communicator both with individuals and in groups, who inspires, motivates, enthuses, persuades, builds confidence and trust; demonstrates exceptional influencing skills and emotional maturity |
| <b>D</b>                                                                                                | <b>Desirable Experience:</b>                                                                                                                                                                              |
| D1                                                                                                      | Demonstrable experience of working in a transport related body                                                                                                                                            |
| D2                                                                                                      | Experience of line management                                                                                                                                                                             |
| D3                                                                                                      | Experience in working in a franchised environment                                                                                                                                                         |
| D4                                                                                                      | An understanding of Project Management principles and the ability to work to strict deadlines                                                                                                             |
| <b>EQ</b>                                                                                               | <b>Essential Qualifications – Technical, Vocational or Educational:</b>                                                                                                                                   |
| 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                                                                                                                                |
| <b>DQ</b>                                                                                               | <b>Desirable Qualifications – Technical, Vocational or Educational:</b>                                                                                                                                   |
| DQ1                                                                                                     | Membership of relevant professional body                                                                                                                                                                  |
| DQ2                                                                                                     | Demonstrable experience of working in a transport related body                                                                                                                                            |
| <b>EA</b>                                                                                               | <b>Essential Attributes:</b>                                                                                                                                                                              |
| 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.                         |

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| 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                                                                                |