

## Role Profile

<b>Role:</b>	Asset Management and Service Delivery Officer
<b>Directorate:</b>	Metrolink
<b>Salary Band:</b>	5
<b>Post reference:</b>	ML77
<b>Job Evaluation Date:</b>	29.04.2026
<b>Role statement of purpose:</b>	To support the Metrolink Engineering and Service delivery teams with the organisation and management of critical Metrolink asset information and support the performance management of daily operations delivered to customers during the MOMA 2027 bid evaluation and contract mobilisation phase.
<b>Reports to:</b>	Metrolink Asset Manager / Metrolink Performance 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>	Maintain a complete, accurate and auditable set of asset records across agreed asset classes (infrastructure, systems, stations, depots and rolling stock interfaces)	<ul style="list-style-type: none"> <li>Ensuring data quality supports operational, safety, maintenance and investment decision making.</li> <li>Asset data is trusted, current, and suitable for regulatory, contractual, and internal assurance purposes.</li> </ul>
<b>2.</b>	Support the development, implementation and continuous improvement of asset management processes, procedures and standards (including alignment to ISO 55001 principles where applicable).	<ul style="list-style-type: none"> <li>Asset management arrangements are consistent, repeatable and proportionate to a live urban tram network</li> </ul>
<b>3.</b>	Act as a focal point between Engineering, Operations, Projects,	<ul style="list-style-type: none"> <li>Asset impacts are considered early, reducing avoidable whole-life cost, operational disruption and safety risk.</li> </ul>

	Finance and Service Delivery to ensure asset considerations are embedded in change activity, project handover, incident learning and performance discussions.	
4.	Contract compliance developed, and managed daily with the ability to clearly measure results	<ul style="list-style-type: none"> <li>• Maintain effective working relationships with service providers</li> <li>• Implement a comprehensive range of procedures and processes to monitor measure and manage Metrolink contract compliance effectively and take appropriate action where necessary</li> <li>• Support the Performance Manager to analyse and interpret information on performance against contractual obligations</li> <li>• Produce clear, accurate, unambiguous records of performance and regularly review performance with the operator</li> <li>• Facilitate the delivery of service provider improvement plans to ensure continuous improvement</li> <li>• Assess service provider delivered documents for contract compliance and escalate internally as required where they are not compliant</li> </ul>
5.	Improved passenger experience in relation to facilities, performance and journey satisfaction	<ul style="list-style-type: none"> <li>• Develop and implement passenger service improvements</li> <li>• Generate customer responses for complaints and enquiries which relate to the performance of Metrolink services.</li> <li>• Work with the social media department to understand the customer feedback and work with the operator to drive improvements in customer experience.</li> <li>• Implement the actions from the annual Transport Focus results and report on the status of these actions at the appropriate forums.</li> </ul>
6.	Commercial and marketing initiatives implemented	<ul style="list-style-type: none"> <li>• Work closely with the commercial/marketing teams to establish campaigns which target and support improvement initiatives.</li> <li>• Deliver/implement agreed changes with service providers.</li> </ul>
7.	TfGM revenue and commercial risk managed	<ul style="list-style-type: none"> <li>• Implement processes and procedures aimed at managing TfGM's commercial revenue risk</li> </ul>

		<ul style="list-style-type: none"> <li>To support the Revenue Protection Manager to deliver targeted revenue protection and security activities through service providers.</li> </ul>
8.	TfGM assets monitored and safeguarded	<ul style="list-style-type: none"> <li>Ensure TfGM assets are regularly audited and arrangements made for their regular maintenance through appropriate third parties and/or TfGM departments</li> <li>Work with Metrolink Asset Manager to ensure items are captured which require renewal, or enhancements which are required to aid operational performance and presentation.</li> </ul>
9.	Coordinated TfGM contact for light rail issues. Partnerships formed with stakeholders and internal departments	<ul style="list-style-type: none"> <li>Coordinate and manage relationship(s) within TfGM and between TfGM and service providers</li> <li>Ensure effective relationships are maintained with stakeholders regarding Metrolink, ensuring issues and opportunities are understood and acted upon</li> <li>Report the Customer Journey Experience results to the TfGM Customer Directorate and support initiatives to improve the customer experience across the modes.</li> <li>Support the TfGM Incident Management Team (IMT) during service disruption across the modes</li> <li>Work closely with other TfGM departments to drive improvements to the overall customer experience across modes</li> </ul>
10.	Metrolink reports produced	<ul style="list-style-type: none"> <li>Produce regular performance and other Metrolink related reports to TfGM and TfGMC as appropriate</li> <li>Manage the on-call function during office hours</li> <li>Ensure Service Delivery Manager and key personnel are kept fully aware of incidents in timely manner</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>
<b>C1</b>	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> <li>TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities)</li> <li>Metrolink Operator contractual management</li> <li>Dignity at Work policy;</li> <li>Information assurance and security in line with Cabinet Office requirements;</li> </ul>

		<ul style="list-style-type: none"> <li>• Risk management</li> <li>• TfGM policies and procedures</li> <li>• Equality and diversity legislation</li> <li>• TfGM Vision &amp; Values</li> <li>• Act in accordance with TfGM’s behaviours and competencies</li> </ul>
<b>C2</b>	Any other reasonable duties as required from time to time	<ul style="list-style-type: none"> <li>• Deputise for Metrolink Service Delivery Manager at Incident Management Team (IMT) sessions as required. This includes working alongside other modes and making decisions to ensure the smooth running of the Metrolink network during major disruption and key events. This may include support on evenings and weekends when required.</li> </ul>

### Key Interdependencies

<b>Key Contacts</b>	Metrolink Engineering, Metrolink Service Delivery, Metrolink Stakeholders, Metrolink Sponsor, Projects, Marketing, Finance, Customer, Ticketing, Communications, Public Relations, Bus, Rail, Metrolink Operator and Maintainer, Local Authorities, Members, Passengers
<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>
Created					
<b>By:</b> NAME DATE	Role profile created April 2026				



<b>Metrolink Asset Management and Service Delivery Officer (Knowledge, skills and experience required at selection stage)</b>	
<b>E</b>	<b>Essential Experience:</b>
E1	Contract management experience to deliver standards of service
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 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 engineering or operations/customer service delivery
D2	Ability to demonstrate an understanding of technical issues relating to light rail systems
D3	Ability to demonstrate negotiation and influencing experience
D4	Project Planning and Project Management experience
D5	Proficient in the use of database software
<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>
DQ1	Member of relevant professional body
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 behaviour 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