

ROLE PROFILE.

Role: Bus Shelter and On Street Infrastructure Contracts Manager

Directorate: Facilities Management

Salary Band: 9

Post reference: 1830

Job Evaluation Date:

Role statement of purpose: Lead Bus Shelter and Route Infrastructure contracts, ensuring compliant delivery, strong contractor and stakeholder relationships, effective financial control, improved asset performance, value for money and a high quality Bee Network customer experience.

Reports to: Property Services Section 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.	Deliver safe, compliant, reliable and cost effective Bus Shelter and Route Infrastructure services that maintain asset condition, availability and customer experience.	<ul style="list-style-type: none"> • Lead the end to end management of the Bus Shelter and Route Infrastructure contracts • Manage the delivery shelter installation, removal and renewal activities • Manage shelter refurbishment programmes including planned upgrades and lifecycle works • Oversee planned and reactive maintenance of shelter assets. • Manage cleaning services to maintain high presentation standards • Oversee electrical connections including power supply, disconnections, upgrades and modifications • Manage parts supply, storage and lifecycle replacement • Deliver route equipment services including installation, repair and maintenance of bus stop poles • Develop and manage KPIs relating to asset condition, availability and customer experience • Monitor contractor performance against contractual obligations

		<ul style="list-style-type: none"> • Ensure compliance with technical standards, electrical regulations and health and safety requirements • Manage defects, faults and service failures to resolution • Identify and implement service improvements and efficiencies
2.	Maintain effective, accountable contractor and stakeholder relationships that support safe, coordinated and high performing service delivery.	<ul style="list-style-type: none"> • Act as TfGM's principal representative for shelter and on street infrastructure contractors • Build and maintain effective working relationships with contractor teams • Lead performance, safety and programme review meetings • Ensure accountability across delivery, refurbishment and electrical service areas • Coordinate with internal stakeholders to align operational delivery
3.	Maintain robust contract administration and governance.	<ul style="list-style-type: none"> • Maintain accurate contract and asset registers • Maintain risk and issue logs including electrical and safety risks • Maintain change control and variation registers • Manage contract changes relating to refurbishment, electrical works and route equipment assets • Maintain accurate and accessible contract documentation • Validate contractor invoicing across installation, maintenance and refurbishment works • Validate electrical and route equipment cost submissions • Monitor parts and materials usage against contract provisions • Manage SAP financial processes, including shopping carts, purchase orders, receipting and expenditure monitoring, ensuring effective budget control and compliance.
4.	Maximise value through effective commercial and contract strategy.	<ul style="list-style-type: none"> • Provide commercial oversight of all contract activities • Support negotiation of contract variations and lifecycle programmes • Ensure value for money across service delivery • Work with procurement and legal teams on contract matters

		<ul style="list-style-type: none"> • Support long term infrastructure investment planning
5.	Drive performance, insight and continuous improvement.	<ul style="list-style-type: none"> • Validate contractor performance against SLA/KPI information reported • Monitor refurbishment programme delivery performance • Monitor maintenance response and asset condition performance • Monitor electrical compliance and safety performance • Monitor the condition and reliability of on-street infrastructure. • Produce performance insights to inform decision making • Drive continuous improvement • Promote innovation in materials, design and maintenance approaches
6.	Optimise asset availability, compliance and lifecycle performance.	<ul style="list-style-type: none"> • Manage availability and control of shelter parts and materials • Maintain effective stock planning and usage tracking • Oversee electrical infrastructure including connections, disconnections and upgrades • Coordinate with Network Operators where required • Ensure compliance with electrical standards and safety regulations • Manage installation, repair and replacement of on-street infrastructure. • Support lifecycle and condition-based asset management planning
7.	Contract and Commercial Leadership	<ul style="list-style-type: none"> • Lead the management of high value Facilities Management contracts and service agreements, ensuring compliance, value for money and delivery of organisational objectives. • Act as the commercial lead for contract performance, supplier relationship management, contract assurance and risk management across the Property Services portfolio. • Develop commercial strategies and investment plans that support service improvement, asset performance and long term sustainability. • Influence senior stakeholders, suppliers and partners to deliver complex programmes,

		contract improvements and business change initiatives.
8.	Ensure effective budget planning, financial control and forecasting.	<ul style="list-style-type: none"> • Support budgets for maintenance, refurbishment and installation programmes. • Track contract expenditure against approved budgets. • Maintain effective financial control across all contract activities. • Support accurate financial forecasts.

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:	<ul style="list-style-type: none"> • TFGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • 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
C2	Any other reasonable duties as required from time to time	Be available, outside of normal working hours, to respond to emergency situations, including the requirement to be 'on call'

Key Interdependencies	
Key Contacts	Facilities Director Property Services Manager Route Equipment Team Information and Displays Team Property Services Helpdesk Asset Management Office Commercial Services Bus Station Operations TfGM Shelter Contractor and other on-street infrastructure contractors TfGM framework consultants and other major counterparties
Direct Reports	N/A
Budgetary responsibility	N/A

Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG
-----------------	--

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created By					
Mark Robinson September 2026					
HR Verification					

PERSON SPECIFICATION

Contracts Manager – Facilities Management Services (Knowledge, skills and experience required at selection stage)	
E	Essential Experience:
E1	Proven experience of providing financial, contractual or procurement support to senior management within a infrastructure, transport, highways or facilities environment
E2	Extensive experience of contract negotiation, development and implementation
E3	Good ability to understand and distil complex issues
E4	Ability to read and write complex, technical documents/ reports
E5	Ability to manage a number of competing tasks within pressurised deadlines
E6	Proven track record of budgetary planning and effective monitoring and control.
E7	Ability to identify solutions to financial and contractual challenges
E8	Ability to influence decision making, using information and analysis as appropriate
E9	Ability to build constructive relationships with providers whilst holding them to account and delivering value for money
E10	Knowledge of legal implications surrounding contract management
D	Desirable experience:
D1	SAP applications knowledge and experience suitable to the role in both subject and level
D2	Experience of providing commercial management support within either a transport or other local/national public sector organisation
D3	Demonstrable knowledge of public sector funding streams and related issues
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to degree level or equivalent professional qualification in Facilities Management, Construction Management, Asset Management, Property, Engineering or a related discipline.
EQ2	Where appropriate to the qualification, current Continuing Professional Development requirements for membership of the professional body must have been met
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Professional qualification or membership/accreditation (MRICS, MCIQB, or CEng) –OR Equivalent post-graduate professional qualification, for example an MBA or similar