

Role Profile

Role:	TravelSafe Operations Lead
Directorate:	Control and Operations Function
Salary Band:	8
Post reference:	COS47
Job Evaluation Date:	19 th August 2026
Role statement of purpose:	Undertake a broad range of activities which contribute to the delivery of the TravelSafe Partnership (TSP) Strategic Aims. Management of all TravelSafe Partnership operational/frontline activity. Effective contract management of the third-party provision of TravelSafe Support and Enforcement Officers (TSEO's). Deputise for the Security, Policing and Enforcement Manager as required.
Reports to:	Security, Policing and Enforcement 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.	Crime and ASB Research and Guidance	• Prepare reports and recommendations based on research and best practice from elsewhere in the country to shape and inform recommendations to the TravelSafe Partnership. • Build relationships with other areas to share good practice, evaluate approaches to recommend improvements for TfGM/ the TravelSafe Partnership.
2.	Operations Management	• Work with the TfGM Data Analysis team and partner analysis functions, to request and understand patterns, trends and reasons for variations in crime and disorder. • Analyse, interpret, and evaluate data and trends to design and deploy TravelSafe Partnership Operations.

		• Lead the TravelSafe Partnership operational programme, delivering not less than one operation per week. • Plan and deliver transport input into specific operations such as Operation AVRO, Operation Governor and Operation NorthStar and district/thematic policing operations as required. • Act as primary operational point of contact with GMP and operators to secure resource allocation to support operational delivery. • Liaise with partners and external stakeholders to ensure operations are appropriately staffed to target the issues faced. • Regularly review and refresh operational tactics to ensure the program continues to deliver value/benefit. • Compile results/outcomes of operations to populate reports.
3.	Contract Management for the provision of TravelSafe Support and Enforcement Officers (TSEOs)	• Build and maintain a good working relationship with the contract provider, ensuring they are reactive to the requirements of TfGM. • Ensure the contract and relevant supporting documents remain current and fit for purpose and escalate any issues requiring review. • Monitor performance against an agreed set of KPI's to ensure contract delivery and appropriate payment framework. • Explore opportunities to increase efficiency, improve productivity and achieve value for money. • Develop and manage tasking and deployment plans based on TSEO reports, Partnership data and analysis of key trends and hotspots. • Compile and present results and outcomes for internal reporting.
4.	Relationships with internal departments and external stakeholders	• Act as a day-to-day operational point of contact for GMP and external operators within the partnership (Bus and Metrolink), working jointly with them to deliver TSP priorities. • Develop and build trusted working relationships with other members of the TSP (BTP, local authorities etc). • Work closely with TravelSafe Prevention and Engagement Advisors to ensure a long-term problem-solving approach is applied to issues

		• Work closely with interested internal departments, e.g., Facilities Management, Fares & Ticketing, Metrolink, Rail and Bus Performance Team. • Explore synergies within TfGM and identify avenues to integrate TSP activities with other areas of the business e.g., bus operations, marketing and communications.
5.	Represent TfGM on TravelSafe matters within Greater Manchester	• Deputise as required for the Security, Policing and Enforcement Manager including as chair of the TravelSafe Tactical Group. • Co-chair (with GMP) the TSP Pacesetter calls, ensuring emerging and urgent Transport issues are incorporated into tactical planning. • Support TravelSafe Prevention and Engagement Leads with attendance at local partnership meetings to champion the TSP priorities and contribute to the development and delivery of operational action plans. • Work with Partners to influence and problem solve specific issues as set through the TravelSafe Tactical Group.
6.	TravelSafe Activities	• Work flexibility to manage frequent fluctuations in workload due to events, spikes in activity etc ensuring impact to TSP priorities is minimised and any slippage appropriately escalated. • Lead any allocated Partnership priorities as directed by the Security, Policing and Enforcement Manager and TravelSafe Tactical Group. • Develop and present a monthly TravelSafe reporting pack to help inform decisions at the TravelSafe Tactical Group and inform TfGM's internal reporting processes. • Work with the Resilience Team to support the delivery and embedding of Counter Terrorism and other Security related initiatives into operational activities.
7.	Use of TfGM Powers and Sanctions	• Manage the TfGM Exclusion Notice process including regular reviews and scope opportunities to extend use of Exclusion Notices beyond TfGM. • Manage the TfGM pass removal process, including liaison with the TfGM Customer function and relevant local authorities as required.

		• Regularly review and maintain the Anti-Social Behaviour Policy for TfGM/ the TSP and any underpinning policy documents e.g. Data Sharing agreement etc. • Keep all policy and procedure documents under continuous review to ensure they remain fit for purpose. • Lead on the Civil Injunction and Respect Order process, working with TfGM Legal Service and relevant local authorities. This will include off-site working and visiting affected locations to obtain witness statements, CCTV etc. • Lead on supporting Law Enforcement Agencies and Local Authority partners with the prosecution of known offenders.
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 legislation and organisational policy:	• Data Protection Legislation. • TfGM Integrated Management System (in particular SMS 201 Roles and Responsibilities) • Information assurance and security in line with Cabinet Office regulations. • Incident Management and Business Continuity • Risk Management • TfGM policies and procedures. • Dignity at Work policy. • Equality and Diversity Legislation. • TfGM Vision & Values. • Act in accordance with TfGM's values and behaviours.
C2	Any other reasonable duties as required from time to time	• Required to work flexibly to meet the needs of the organisation, including future aspirations around agile working. • Be on-call as part of a rota to ensure the team provides 365/24/7 cover in an emergency. • Required to work some un-social hours (e.g. evenings, weekend and overnight) and in inclement conditions (e.g. site visits, incident response and TSP specialist operations) from time-to-time.

Key Interdependencies	
Key Contacts	Internal • Network Integration (Operation Control Centre, Events, Resilience) • Modal leads • Facilities Operations • Ticketing • Customer External • TSEO contract provider • TravelSafe Partnership Members: GMP, BTP, KeolisAmey Metrolink, Stagecoach, Arriva, First, Go North West, Diamond, Northern, TPE, Metrolink and GMCA. • GM local authorities (Community Safety and ASB leads, Youth Engagement Teams) • School, Colleges, Universities • Foundation 92, Manchester Youth Zone • Other external organisations
Direct reports	2x TravelSafe Operations Officers May be responsible for directing work of others on a project-by project basis)
Budgetary responsibility	None but responsible for operational contract management of the TravelSafe Support and Enforcement Officer contract.
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG but may involve short notice relocation during emergencies.

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created					
By: Kate Green	10/02/2023	28/05/2026			

Resilience Officer <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Knowledge and relevant experience within the field of crime reduction/prevention and community safety.
E2	Good working knowledge of the relevant statutory framework (Crime & Disorder Act 1998, ASB, Police & Crime Act 2014).
E3	Ability to build and maintain credible working relationships with external agencies, and key stakeholders across the TravelSafe Partnership.
E4	Ability to contribute to concise and well-structured reports for a variety of audiences.
E5	Ability to interpret the results of analysis and research within relevant fields.
E6	Excellent communication skills including the ability to engage with, persuade and influence external partners including the emergency services.
E7	Skilled in the delivery of presentations to staff at all levels.
E8	Confident IT skills within Microsoft software, and in particular the ability to create excel spreadsheets to analyse and understand complex data and trends.
E9	Able to communicate confidently to a range of key stakeholders.
E10	Ability to work under pressure and meet demanding deadlines especially during high stress emergency situations
E11	Ability to develop and maintain comprehensive recording mechanisms.
E12	Already have or be prepared to undergo Police vetting to Security Clearance (SC) level.
D	Desirable experience:
D1	Recent experience within a similar role - working with the police and/or crime and disorder partnerships or managing security contracts
D2	Previous experience within public transport industry
D3	Experience of contract management
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to degree level or equivalent levels of experience
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Qualification in a relevant subject e.g. Community Safety, policing and crime.
EA	Essential Attributes:
EA1	Self-motivated with the ability to react to problems of a complex nature, remain focused and develop novel and pragmatic solutions to deliver the TravelSafe Partnership's key objectives
EA2	Ability to react to immediate problems of a complex nature and deliver pragmatic solutions sometimes under extreme pressure
EA3	Self-motivated with ability to maintain focus and objectivity under various conditions.
EA4	Skill in managing conflicting demands, whilst progressing various ideas and plans concurrently.
EA5	Prepared to assist others to manage fluctuations in workload across the Control & Operational Support function
EA6	Flexibility to adapt to a continuously changing organisation

EA7	An ability to work effectively cross-functionally (i.e. with colleagues whose work will be impacted by your activities, and of those where you will be affected) and managing any interdependencies.
DA	Desirable Attributes:
DA7	Thinks and acts cross-functionally and cross-organisationally, beyond one's own professional areas of specialism, perceiving the wider picture and the implications of short-term decisions for the achievement of long-term strategic goals