

## Role Profile

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| <b>Role:</b>                      | TravelSafe Operations Officer                                                                                                                                                                                                                                                                                                           |
| <b>Directorate:</b>               | Control and Operations Function                                                                                                                                                                                                                                                                                                         |
| <b>Salary Band:</b>               | 7                                                                                                                                                                                                                                                                                                                                       |
| <b>Post reference:</b>            | COS43                                                                                                                                                                                                                                                                                                                                   |
| <b>Job Evaluation Date:</b>       | 09/07/2025                                                                                                                                                                                                                                                                                                                              |
| <b>Role statement of purpose:</b> | Support the development and delivery of TravelSafe operational activity across the organisation and the effective contract management of the TravelSafe Support and Enforcement Officers (TSEOs). Deputise for the TravelSafe Operations Manager as required. Support the delivery and implementation of the TravelSafe Strategic Plan. |
| <b>Reports to:</b>                | TravelSafe Operations 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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| 1. | Support the effective delivery of the TravelSafe Support and Enforcement Officer contract                                     | <ul style="list-style-type: none"> <li>• Deputise for the TravelSafe Operations Manager as required.</li> <li>• Become a subject matter expert on operational delivery of the TSEO contract.</li> <li>• Act as the day-to-day point of contact for partners on TSEO related issues.</li> <li>• Support development and delivery and oversight of the TSEO training plan.</li> <li>• Analyse and interpret data to identify key areas of activity based on the assessment of threat, harm and risk.</li> <li>• Work with the TfGM and TSEO Data Analyst, to request specific, detailed analysis to understand patterns, trends and reasons for variations in crime and disorder.</li> <li>• Develop frontline officer taskings and deployment plans based on partnership consolidated data and your analysis of key trends and hotspots.</li> <li>• Organise and facilitate contract management and other operational meetings and their outputs/actions.</li> </ul> |

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|    |                                                                                    | <ul style="list-style-type: none"> <li>• Manage the TravelSafe inbox and ensure timely responses and/or escalations of feedback or conduct complaints relating to TSEO activity.</li> <li>• Working with the contractor, support the process of complaints or investigations into officer conduct.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2. | Effective delivery against the TravelSafe Partnership (TSP) Strategy and work plan | <ul style="list-style-type: none"> <li>• Be a subject matter expert on TravelSafe issues and actively seek out learning and good practice from other areas/partners.</li> <li>• Support, and deputise for, the TravelSafe Partnership Manager, TravelSafe Operations Manager and TravelSafe Prevention and Engagement Advisor to deliver the TSP strategic aims.</li> <li>• Manage the TSP Specialist Operations Programme, working with GMP and partners to plan and deliver operations.</li> <li>• Support Partnership governance through facilitating, attending and feeding into meetings and developing action plans.</li> <li>• Contribute to regular reports on the delivery of the Partnership programme and other action plans as required.</li> <li>• Manage delivery of the monthly TravelSafe Pack and other internal/external reporting requirements.</li> <li>• Ensure transport related trends and concerns are escalated to GMP Transport Unit, district policing teams and local authority Community Safety Partnerships in an appropriate format and timely manner.</li> <li>• Provide TravelSafe training and updates to internal or external stakeholders as required.</li> </ul> |
| 3. | Relationships with internal departments and key suppliers                          | <ul style="list-style-type: none"> <li>• Motivate, persuade and support key stakeholders in relation to the delivery of safe and secure services across the Bee network.</li> <li>• Establish excellent working relationships with TfGM senior managers and departmental support functions, in particular Facilities Operations.</li> <li>• Maintain monthly reports for both TravelSafe and TSEO activity.</li> <li>• Attend franchised operator calls to feed in TSEO information and manage relevant outputs/actions.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| 4.                                                                                                                             | Training & Exercises                                                         | <ul style="list-style-type: none"> <li>• Attend any training that is required to support the delivery of TSEO operational activity and TSP Strategic Plan.</li> <li>• Support the delivery of internal training and exercises representing the TravelSafe Partnership.</li> <li>• Continuously seek opportunities to improve your own knowledge and identifying good practice elsewhere to improve TSP working practices.</li> </ul>                                                                                                                                                                                                                                                                                                                 |
| 5.                                                                                                                             | Events & Business Continuity                                                 | <ul style="list-style-type: none"> <li>• Support the delivery of key events by working with internal/external stakeholders and the TravelSafe Operations Manager to determine where TSEO/TSP support is required.</li> <li>• Provide an operational briefing to support TSEO/TSP activity.</li> <li>• Support the TravelSafe Operations Manager to deliver and embed Counter Terrorism or other security related initiatives into operational activities.</li> <li>• Carry out any activity required to support the TravelSafe or Resilience team with operational requirements (Including IMA loggist, responsibility for meeting notes, Partnership Operation SPOC).</li> <li>• Work flexibly, including evening and weekends at times.</li> </ul> |
| 6.                                                                                                                             | TSP educational and community engagement programme.                          | <ul style="list-style-type: none"> <li>• Support the TSP Prevention and Engagement Leads in the delivery of engaging and informative education sessions and workshops to cohorts of young people.</li> <li>• Train and integrate TSEOs to enable them to support delivery of these messages and broaden the capacity of the programme.</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                                                                                                                             | Ensure you comply with all applicable legislation and organisational policy: | <ul style="list-style-type: none"> <li>• Data Protection Legislation</li> <li>• TfGM Integrated Management System (in particular SMS 201 Roles and Responsibilities)</li> <li>• Information assurance and security in line with Cabinet Office regulations</li> <li>• Incident Management and Business Continuity</li> <li>• Risk Management</li> <li>• TfGM policies and procedures</li> <li>• Dignity at Work policy</li> <li>• Equality and Diversity Legislation</li> </ul>                                                                                                                                                                                                                                                                      |

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|           |                                                           | <ul style="list-style-type: none"> <li>TfGM Vision &amp; Values</li> <li>Act in accordance with TfGM's values and behaviours.</li> </ul>                                                                                                                                                                                                                                                      |
| <b>C2</b> | Any other reasonable duties as required from time to time | <ul style="list-style-type: none"> <li>Required to work flexibly to meet the needs of the organisation.</li> <li>Be reasonably available to support incident response/support in an emergency</li> <li>Required to work some unsocial hours (e.g. evenings, weekend and overnight) and in inclement conditions (e.g. site visits, incident response and TSP specialist operations)</li> </ul> |

| Key Interdependencies           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Key Contacts</b>             | <p><b>Internal</b><br/>Control and Operational Support Function<br/>Operational Functions (Metrolink, Facilities Operations, Bus, Highways, Rail and Projects Group)</p> <p><b>External</b><br/>TSEO contract provider<br/>TravelSafe Partnership Members: GMP, BTP, Keolis Amey Metrolink, Stagecoach, Arriva, First, Go North West, Diamond, Northern, (T3 Metrolink) and GMCA.<br/>GM local authorities (Community Safety and ASB leads, Youth Engagement Teams)<br/>School, Colleges, Universities<br/>Foundation 92, Manchester Youth Zone</p> |
| <b>Direct reports</b>           | None (May be responsible for directing work of others on a project-by project basis)                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Budgetary responsibility</b> | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Location</b>                 | TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG.<br>May involve short notice relocation during emergencies.                                                                                                                                                                                                                                                                                                                                                                                                                                |

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| <b>Office Use Only</b>               | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> |
| Created                              |                |                |                |                |                |
| <b>By:</b><br>Kate Green (June 2025) |                |                |                |                |                |

| <b>TravelSafe Operations Officer</b><br><i>(Knowledge, skills and experience required at selection stage)</i> |                                                                                                                                                                                                      |
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| <b>E</b>                                                                                                      | <b>Essential Experience:</b>                                                                                                                                                                         |
| E1                                                                                                            | Knowledge and relevant experience within the field of crime reduction/prevention and community safety.                                                                                               |
| E2                                                                                                            | Ability to build and maintain credible working relationships with external agencies, and key stakeholders across the TravelSafe Partnership.                                                         |
| E3                                                                                                            | Ability to contribute to concise and well-structured reports for a variety of audiences.                                                                                                             |
| E4                                                                                                            | Ability to interpret the results of analysis and research within relevant fields.                                                                                                                    |
| E5                                                                                                            | Excellent communication skills including the ability to engage with, persuade and influence external partners including the emergency services.                                                      |
| E6                                                                                                            | Skilled in the delivery of presentations and training to staff at all levels.                                                                                                                        |
| E7                                                                                                            | Confident IT skills within Microsoft software, and in particular the ability to create excel spreadsheets to analyse and understand complex data and trends.                                         |
| E8                                                                                                            | Able to communicate confidently to a range of key stakeholders.                                                                                                                                      |
| E9                                                                                                            | Ability to work under pressure and meet deadlines                                                                                                                                                    |
| E10                                                                                                           | Ability to develop and maintain comprehensive recording mechanisms.                                                                                                                                  |
| E11                                                                                                           | Already have or be prepared to undergo Police vetting to Security Clearance (SC) level.                                                                                                              |
| <b>D</b>                                                                                                      | <b>Desirable experience:</b>                                                                                                                                                                         |
| D1                                                                                                            | Recent experience within a similar role - working with the police and/or crime and disorder partnerships                                                                                             |
| D2                                                                                                            | Previous experience within public transport industry could be advantageous.                                                                                                                          |
| <b>EQ</b>                                                                                                     | <b>Essential Qualifications – Technical, Vocational or educational:</b>                                                                                                                              |
| EQ1                                                                                                           | Educated to degree level or equivalent levels of experience                                                                                                                                          |
| <b>DQ</b>                                                                                                     | <b>Desirable Qualifications – Technical, Vocational or educational:</b>                                                                                                                              |
| DQ1                                                                                                           | Qualification in a relevant subject e.g. Community Safety, policing and crime.                                                                                                                       |
| <b>EA</b>                                                                                                     | <b>Essential Attributes:</b>                                                                                                                                                                         |
| 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. |
| <b>DA</b>                                                                                                     | <b>Desirable Attributes:</b>                                                                                                                                                                         |
| DA1                                                                                                           | Thinks and acts cross-functionally and cross-organisationally, beyond one's own professional areas of specialism, perceiving the wider picture and the implications of                               |

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|  | short-term decisions for the achievement of long-term strategic goals |
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