

JOB DESCRIPTION

JOB TITLE:	Head of Bus Network, Services and Compliance
MANAGED BY:	Director of Bus Operations
GRADE:	Head of Service 1

ROLE OVERVIEW

Approx. annual budget:	Circa £15m
Key accountabilities:	<p>Accountable for:</p> <ul style="list-style-type: none"> • Compliance of the contracted bus network with all legislative requirements • Development of the bus network to support the Growth Strategy • Delivery of the MCA Traffic Commissioner Function
Key relationships:	<p>Key Relationships:</p> <ul style="list-style-type: none"> • Internal teams, including Corporate Leadership Team (CLT) and senior stakeholders • Unitary Authority teams • Bus Operators • Traffic Commissioner

THE ROLE

Reporting into the Director of Bus Operations, the Head of Bus Network, Services and Compliance will provide senior leadership and accountability for the planning, delivery, and compliance of the bus network across the West of England. The postholder will lead the contracted bus network, provide expert advice on the commercial network, and act as the Combined Authority's principal subject matter expert on bus service delivery.

The postholder will manage a multidisciplinary team, oversee significant service budgets and fulfil statutory and regulatory responsibilities, including liaison with the Traffic Commissioner and enforcement bodies. The role will work closely with elected Members, the Mayor, senior officers, local authorities, operators and partners, providing high-quality advice, assurance and reporting.

KEY RESPONSIBILITIES

- Lead the strategic planning and delivery of the contracted bus network for the region and provide expert advice on the existing commercial network.
- Lead, develop and instruct a team of subject matter experts to ensure bus services are compliant with legislation, and providing value for money and effective service monitoring in collaboration with bus operators.
- Design, review and optimise the bus network, including routes, timetables and service standards, and lead the development of service delivery for the potential expansion of the bus network.
- To act as the lead subject matter expert for bus service delivery in the region, working within programmes and or/projects on a cross functional basis to deliver new and/or improved governance models of bus service delivery.
- Drive innovation, integration, and efficiency in the delivery of the public transport network across the West of England.
- To ensure a relentless focus on the accessibility, reliability, punctuality and quality of public transport services.
- Manage and develop a multidisciplinary team setting clear objectives, driving performance and building capability.
- Deputise for the Director of Bus Operations as required and be a proactive, collaborative member of the West of England Combined Authority Senior Leadership Team
- Hold budgetary accountability for the service area, including bus service contracts, real-time information systems and passenger information platforms (e.g. Travelwest/Traveline).
- Represent the Combined Authority at senior forums, including with the Mayor, Members, local authorities and partners, producing high-quality reports and briefings for governance and scrutiny.
- Collaborate, influence and negotiate with stakeholders, including politicians, local authorities and transport partners at a senior level, to align network changes with wider transport strategies.
- Advise Capital Delivery and Transport Strategy teams on operational impacts and maintain a robust, deliverable pipeline of service improvements.
- Accountable for compliance with regulatory, safety and statutory requirements, including effective fulfilment of Traffic Commissioner responsibilities and proactive liaison with DVSA/VOSA, delegating specific activity to colleagues where appropriate.
- Ensure all bus services and network changes comply with statutory, safety and regulatory requirements, including risk management and contingency planning.
- Lead engagement with the Mayor, senior politicians and councillors on delivery progress and service issues.
- Lead identification of bus infrastructure requirements to ensure support for modern bus stops, shelters, stations and driver facilities.

- Identify and secure funding opportunities for bus improvements, both internally and externally, supporting prioritisation of schemes, bid development and implementation.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level in relevant academic subject or have the relevant practical experience with a commensurate level of technical knowledge.
- In depth knowledge of the public transport functions of a Transport Authority, transport legislation, regulations, national policies, and professional best practice.
- Understanding and appreciation of the political landscape across the West of England and the environment, structures and culture of local government related to the role.
- Thorough understanding of how to collect, analysis and interpret transport data and analyse business performance at a strategic level to develop strategies for improvement and mitigation of risk and disruption.
- An in-depth understanding of bus network and passenger needs, particularly across the West of England bus network.

Experience

- Extensive experience of working in a senior operational or service delivery role within Transport or a closely related sector, working with minimal supervision.
- Experience of working with key operational stakeholder groups to achieve corporate objectives - including managing/chaining meetings, delivering presentations and negotiating with others.
- Proven management or supervisory experience of professional and technical teams, including within a large, complex and unionised matrix environment.
- Experience of working with urban, rural, sustainable, and public transport challenges, balancing customer needs with commercial realities.
- Demonstratable experience of managing multi-million-pound budgets and funding, delivering efficiencies and value for money.
- Experience of operating in a dynamic, high pace and very high pressure, politically sensitive environment while ensuring ongoing technical and legal compliance in a complex field.
- Experience of working within and through contracted services to deliver excellent results, including performance management and delivery assurance within the transport industry.

Skills and Competencies

- Excellent communication and presentation skills, with the ability to influence elected Members and colleagues at the most senior levels across the Combined Authority, constituent councils, stakeholders, and members of the public.
- Proven ability to advise, influence and negotiate with senior level stakeholders, external suppliers and accountable to delivering excellence in supplier performance, operating with tact and diplomacy.
- Proven ability to perform in a leadership role with minimal direction and strong people management capability, including to lead, motivate and develop staff.
- Proven ability to manage large, complex, work programmes, prioritise effectively, work under pressure and deliver to deadlines, using sound judgement and initiative.
- Well-developed digital and IT capability, including managing and analysing data, and use of standard organisation systems.
- Strong commercial and financial acumen, including ability to interpret and monitor financial and statistical data, budget planning, strategy development and negotiate value for money.
- Proven ability to demonstrate knowledge and/or experience of equality, diversity and inclusion considerations and their application in service delivery and people management.
- Strong customer focus, with the ability to deliver and prioritise diverse customer needs.
- Strong negotiating and communication skills to progress policy initiatives and translate these into measurable performance improvements.
- Strong data analytics skills, using data to inform decision making and drive service improvement.
- High level of political awareness and how to manage public and media expectations.

DESIRABLE

- Understanding of the local, regional, national, and international environment relevant to the post.
- Relevant post graduate qualification.
- Project and programme management skills and experience.
- Experience of working in a public sector organisation.