

JOB DESCRIPTION

JOB TITLE:	Head of Bus Partnerships and Performance
MANAGED BY:	Director of Bus Operations
GRADE:	Head of Service 1

ROLE OVERVIEW	
Approx. annual budget:	Circa £15m
Key accountabilities:	Accountable for: <ul style="list-style-type: none"> • Performance management of the bus network to drive service excellence • Delivery of the Enhanced Partnership
Key relationships:	Key Relationships: <ul style="list-style-type: none"> • Internal teams, including Corporate Leadership Team (CLT) and senior stakeholders • Unitary Authority teams • Bus Operators

THE ROLE
<p>Reporting into the Director of Bus Operations, the Head of Bus Partnerships and Performance will be responsible for leading all aspects of the Enhanced Partnership scheme for the West of England region in partnership with North Somerset Council. The post holder will also be a critical leader in the performance management of the bus network, developing implementing and analysing comprehensive performance data, working with bus operations to deliver to the highest quality. The role will require strong partnership working with Unitary Authority partners, bus operations, stakeholders and community groups to deliver the Mayor’s transport vision across the West of England.</p>

KEY RESPONSIBILITIES

- Lead monitoring, analysis and reporting of bus network performance, including punctuality, reliability, accessibility and quality of service, using dashboards and targeted reports.
- Act as the lead subject matter expert and offer appropriate and constructive challenge over the performance of wider project workstreams, working with colleagues to find solutions to keep workstreams to time, budget and quality targets.
- Identify trends and root causes of performance issues and implement corrective actions.
- Procure, commission and manage bus service contracts, ensuring value for money and continuous improvement.
- Drive innovation, integration and efficiency across the public transport network across the West of England.
- Collaborate, influence and negotiate with stakeholders, including politicians, local authorities and transport partners at a senior level, to establish a 'One Team' partnership culture.
- Lead delivery of the Enhanced Partnership, acting as the principal advisor to transport strategy, capital delivery and operational teams.
- Ensure bus services are responsive to user and community needs through structured engagement, forums and research.
- Establish effective governance arrangements to support strong partnership working and service improvement, building, developing and leveraging effective relationships with external partners at all levels of the organisation.
- Act as the key liaison for performance matters with internal teams, external partners, and regulatory bodies.
- Prepare and present clear reports, recommendations and briefings to senior leaders and stakeholders.
- 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 and LCR Combined Authority Senior Leadership Team.
- Manage and develop a multidisciplinary team setting clear objectives, driving performance and building capability.
- 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.
- Hold budgetary accountability for the service area, including bus service contracts, concessionary fares and community transport grants.
- Lead engagement with the Mayor, senior politicians and councillors on delivery progress and service issues.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level in relevant academic subject with significant technical knowledge or have the relevant practical experience to demonstrate 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.