

JOB DESCRIPTION

JOB TITLE:	Principal Transport Operations Officer
MANAGED BY:	Transport Operations Team Manager
GRADE:	9

BACKGROUND

The West of England Combined Authority is seeking to appoint a Principal Transport Operations Officer to join the Integrated Transport Operations team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

You will be a key player as we create West of England Sustainable Transport. We are delivering on the big transport improvements people in the region need and deserve, changing how people travel, making journeys affordable, reliable, enjoyable, and safe.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting into the Integrated Transport Operations team, the Principal Transport Operations Officer will assist in the implementation of the West of England Combined Authority's Transport Vision, Joint Local Transport Plan and Bus Strategy, primarily through delivery of the Transport Authority's operational functions.

The Principal Transport Operations Officer will support the management team within the Transport Operations Team, through expertise and with extensive knowledge and experience of operational aspects of local bus services, delivery of bus information and delivery of improvement projects.

KEY RESPONSIBILITIES

- Prepare and implement the operational elements of the Joint Local Transport Plan, Bus Strategy and associated public transport strategies for Combined Authority.
- Support the Transport Operations Management Team in leading the implementation of the Transport Authority functions, providing cover and support for management colleagues where required.
- Lead on the delivery of key digital services within the team, including for example the Travelwest online services for transport operations, or the Real Time Information System for the region.
- Lead by example, providing support and guidance to colleagues and contractors to meet and deliver required objectives as part of a supportive management culture.
- Provide professional and technical expertise in one of the key areas of the Transport Operations Group, but with sound knowledge of all areas, including Bus Services, Bus Information and the Bus Improvement Programme.
- Manage medium to large projects within these areas as required, with limited supervision, including the management of budget and staff resources, and the develop of funding bids.
- Co-ordinate the transport operations input into the development of the spatial planning approach for the region and other supporting region-wide plans, strategies, and documents such as Supplementary Planning Documents, Development Briefs and Design Guidance.
- Utilise professional and management skills to ensure that the Combined Authority's transport policies move towards greater sustainability and support climate challenges.
- Manage procurement processes, including the preparation and ongoing management of contracts.
- Prepare reports and presentations for Committees and other public meetings, and present material to a wide range of stakeholder audiences when required.
- Ensure that there is participation by stakeholders, community interest groups and others in the development, review and implementation of the Combined Authority's strategies, policies and schemes.
- Coordinate and manage the interface between the Combined Authority and the constituent UAs on all matters relating to bus services.
- Procure and manage technical input and expertise in the commissioning of consultancy work for transport policies and projects.
- Assist and lead in any other areas of comparable work as may be required.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level or equivalent in a relevant discipline, for example transport planning, geography, environmental studies or engineering.
- Understanding of the public transport functions of a Transport Authority, transport legislation, regulations, national policies and professional best practice.
- Appreciation of the political environment, structures and culture of local government related to the role.
- Project management qualification or evidence of extensive experience of managing projects.

Experience

- Extensive experience of working in transport operations or a service delivery role in a field closely related to the service area.
- Evidence of managing medium to large sized projects, including the management of budget and staff resources.
- Experience of line management and supervision, including providing guidance, advice, training and motivation to colleagues.
- Experience of working with key operational stakeholder groups to achieve corporate objectives.
- Experience of working within urban, rural, sustainable and public transport settings and evidence of understanding of the key issues for each.
- Experience and understanding of the digital service functions managed by the Combined Authority, including the Travelwest website and the Real Time Information System.
- Experience of managing budgets and funding in support of transport functions and schemes, including the use of financial management tools.

Skills and Competencies

- Excellent written, communication and presentational skills
- Ability to communicate effectively with elected members and colleagues at all levels across the Combined Authority, constituent councils, stakeholders and members of the public.
- Ability to give advice and, when necessary, negotiate assertively but with tact and diplomacy.
- A strong team player with a collaborative work style, with the ability to support, supervise and motivate colleagues.
- Able to prioritise workload, to work under pressure and meet deadlines, acting on own initiative when necessary.
- Ability to interpret and monitor financial and statistical data, and to manage budgets where necessary.

- Ability to demonstrate knowledge and/or experience of equalities and diversity issues.

DESIRABLE

Qualifications and Knowledge

- Relevant postgraduate qualification.
- Previous experience of working for a Local Authority.
- Experience of working in a highly visible public sector environment.
- Understanding of the range of issues and support required by the Transport Operations group and how to apply this practically.
- Understanding of the local, regional, national and international environment relevant to the post.
- Detailed operational knowledge of the Real Time Information System in the West of England and of public transport real time systems.
- Detailed operational knowledge of the Travelwest online resources used in the West of England and complementary digital marketing experience.

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days Annual Leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all latest technology, under a 10 minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £14.21 - higher than the government minimum for over 23s, currently **£10.42 per hour**



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority,

such cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.