

Role Profile

Part A - Grade & Structure Information

Job Family Code	13RT	Role Title	Bus Service Planning Team Manager
Grade	PS13	Reports to (role title)	Strategic Transport Group Manager
		Directorate	Environment, Transport & Infrastructure
		Service	Highways & Transport
JE Band	614-734	Team	Bus Service Planning Team
		Date Role Profile was created	Jan-21

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.	
Role Purpose including key outputs	To lead the planning, procurement and contract management of local bus services operated under contract to the county council, ensuring that all the council's and statutory and legal obligations are met and that all services are provided within the prescribed budget and to the quality thresholds prescribed. To work proactively with the council's Procurement Service on contract and quality management of bus services, ensuring the delivery of excellent value for money and consistently high (and increasing) levels of customer satisfaction. To lead on publicising all bus services across Surrey, both contracted and those provided commercially. To be responsible for the provision and safe maintenance of bus stop infrastructure owned by the council. To lead the council's work in growing local bus patronage and maximising resident experience requiring close partnership working with the commercial sector to secure the most sustainable and best-value bus network within affordability limits as prescribed by the council. The post holder will be accountable for implementing and developing relevant policies, strategies and services. The post holder will provide Cabinet Members, Members of Scrutiny Committees, individual Members, and the Directorate Leadership Team with expert professional advice. The post holder will monitor performance in their areas of responsibility and influence, providing regular reports to senior managers, stakeholders and the wider professional network to support high levels of performance and delivery. The post holder will lead on monitoring and development of service standards to achieve prescribed key performance and contract measures, including high levels of customer satisfaction and positive outcomes for residents.
Work Context	The postholder will use influence to identify strategies and deliver outcomes consistent with the County Council's 2030 Vision and the Local Transport Plan (4), applying this context to secure the provision of passenger transport services for the county council in accordance with these plans and policies to make the experience of travel in Surrey safer, sustainable and more predictable with more choice, so to aid continuous sustainable economic growth in Surrey. The post-holder will lead on representing the interests of the council in terms of passenger transport at a diverse and complex range of internal and external fora, both locally and regionally, including those at a senior management and political level. The post holder will lead the council's engagement with bus company senior and executive management and/or proprietors, Head Teachers of schools/colleges/educational trusts across the county, elected Members, Members of Parliament, stakeholder groups, peer councils, Department for Transport, Department for Education, Transport for London, a range of influential business forums including the Heathrow and Gatwick Airport Transport Forums, the Local Government Association and others. Positive and excellent customer service and negotiating skills are required for extensive engagement with residents, a diverse range of stakeholders and bus operating companies. The post holder will provide Members of the Cabinet, Members of Scrutiny Committees, individual Members, and the Directorate Leadership Team with expert professional advice. The post holder will work creatively to identify funding opportunities for service delivery, demonstrating value for money for services provided to residents. This requires forward thinking and collaborative working with the Passenger Transport Projects Team and the Transport Policy Team within the Strategic Transport Group, along with Transport Development Planning and senior officers in other directorates, for example Childrens, Families and Learning. Although working agilely, the designated work base will be Quadrant Court, Woking.
Line management responsibility if applicable	The post holder will have line management responsibility for a medium-sized team, some of whom are venue centric and some community centric. In leading the team the post holder will provide professional leadership to strengthen skills and competence and fostering a strong culture of standards, performance and accountability.
Budget responsibility if applicable	The post holder has responsibility for and direct control of the Local Bus budget (circa £7.5m per annum net), encompassing bus service support, service publicity and highway infrastructure maintenance. The post holder will also be required to manage and deliver a significant project-related capital budget, currently focussing on the Ultra and Zero Low Emission Bus and Community Transport capital programme at circa £47m.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Plan, organise and control the work of the service area to deliver organisation's objectives. • Lead the formulation of strategic longer term plans for the area to fit broader functional and council strategy. • Translate strategic objectives into operational plans and initiatives and manage their effective delivery. • Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. Policy & Compliance • Ensure legal, regulatory and policy compliance of technically complex or high profile schemes/ initiatives. • Lead the development of strategic policy in own area of specialism and monitor and control its implementation. People and Partnerships • Lead and manage a group of staff across a function/service, or as a significant part of a wide function to ensure programmes of work are effectively delivered. • Work collaboratively with a range of agencies and partners to develop innovative solutions, and promote and coordinate initiatives to achieve business plan objectives and targets. Resources • Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered. Analysis, Reporting & Documentation • Apply specialist expertise and use judgment to make decisions where solutions are not obvious. • Identify issues and trends that may have an impact in their area of responsibility to enable and ensure that appropriate action is taken. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree or equivalent professional qualification plus a relevant technical qualification or equivalent experience in the specialist area. • Membership of an appropriate professional body may be required. • Substantial experience working at a senior level in a relevant role. • Authoritative knowledge of the legislation, regulations and technical requirements relevant to the role. • Proven ability to manage budgets and resources. • Proven ability to deliver technically complex programmes of work to deliver agreed outcomes and objectives. • Comprehensive knowledge of computerised business systems. • Excellent verbal and written communication and interpersonal skills with high level negotiation and influencing skills. • High levels of political awareness and acumen. • Proven ability to work collaboratively with internal and external partners/professionals. • Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change. • Proven ability to assess risks and benefits in a complex environment and respond appropriately. • Clear evidence of political sensitivity and awareness. • Excellent leadership skills with substantial experience in motivating, coaching, mentoring and developing staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	* Chartered Member of the Institute of Transport & Logistics or hold a similar equivalent qualification, such as a Transport Degree * A minimum of 5 years relevant experience at senior level in the passenger transport field is essential * Must be able to motivate and lead staff and demonstrate a continuous improvement ethos, be able to cope with a high level of pressure and must be politically-aware. Thorough background knowledge as to how the bus industry functions, key legislative requirements, the context for providing supported services and the principles of effective service planning. An extensive knowledge of passenger transport with particular emphasis on the bus industry, transport legislation, local bus and school transport provision, the financial workings of the transport industry. This should include a full understanding of local government procedures and relevant Acts of Parliament, good practice in the management of financial, HR, and asset management. Ability to understand and interpret complex transport objectives, strategies and targets and translate these into improvement programmes and or programmes of work.
Role Summary	Roles at this level involve significant coordination of services of a technical or specialist nature and will typically engage with a range of agencies, internal and external partners. They will manage a professionally qualified team to deliver major technical projects and/regulatory services. They have a key role in regulatory assessment, decision and enforcement and require a high degree of technical/specialist knowledge and expertise which is used to exercise a significant degree of judgement and decision making in their area within broad parameters and policy guidance. Roles at this level are accountable for the professionalism of technical or regulatory services under their remit.
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