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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Integrated Passenger Transport Manager | **Service** | Regeneration, Economy & Growth |
| **Grade** | DCC Band 1  | **Service Area** | Transport & Contract Services |
| **Reporting to** | Head of Transport and Contract Services |
| **Politically Restricted** | The Council has designated that this post is not politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Purpose of the job:**The post holder is responsible for providing strategic leadership, and will set the priorities, policy and direction of the team (Integrated Passenger Transport) aligned to Corporate and Service priorities. They will contribute to the wider service area management team and will lead by example in terms of embedding the vision, values and behaviours of the council. They will assume a corporate remit as appropriate and will engage with other service areas to achieve better outcomes for the council. |
| **Key Result Area – Corporate*** To drive organisational change and the transformational agenda by championing the organisational benefits and seeking to embed the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos;
* To strengthen and develop the culture of the council and promote the implementation of a ‘One Council’ approach. To support and seek out collaborative opportunities across the service, within the wider council and with appropriate partners.

**Key Result Area – Leadership*** To provide clear and visible leadership in a positive working environment;
* Contribute to the overall plan for the service, taking the lead role and advising on specialist areas of responsibility;
* Manage corporate and service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
* Develop and embed demand-side customer driven service design (‘outside-in’)
* Establish effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this in to overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;
* Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options.
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| **Key Result Area – Generic Management*** Manage employees, relevant budgets and team/individual performance in accordance with council procedures and objectives
* Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;
* Establish effective lines of communication and build working relationships with the team based around trust and empowerment;
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery;
* Lead by example in relation to continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.

**Key Result Area – Job Specific*** Responsible for providing co-ordination across the service provider/user departments for public transport, education transport and social care transport services; offering economies of scale, effective use of technical skills and resources and promoting innovation on transport service delivery;
* Responsible for the development and implementation of transport policies within the Integrated Passenger Transport Team, including the North East Joint Transport Committee, Transport North East, the North East Combined Authority, the Public Transport Consortium (the Local Government Association’s special interest group), partnership development, network planning and accessibility planning;
* Responsible for ensuring the effective and efficient operation of the council’s in-house fleet of passenger transport vehicles;
* Lead and co-ordinate the work in relation to: local bus service contracts, home to school contract hire, contract tickets and concessionary seats, adult social care transport, the English National Concessionary Travel Scheme (ENCTS), co-ordination of the public transport network in relation to disruptions as a consequence of roadworks, events etc. and minimising social exclusion by maintaining access to essential services including employment, education and training, health, shopping and leisure, travel plan assessments and planning application advice in relation to passenger transport accessibility;
* Management and development of all forms of public transport information including roadside displays, the ‘Real Time’ bus information system and web-based media.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the Head of Service. |

Section 2

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|  | **Corporate** | **Service** | **Method of Assessment** |
| **Qualification** |  | * Degree or equivalent in a related discipline;
* Corporate Membership of an appropriate professional body e.g. ICE, IHT, ILT;
* *Management related qualifications;*
* *Additional transport related qualifications.*
 | * Application form
* Selection process
* Pre-employment checks
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| **Experience** | * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement;
* Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies;
* Proven ability to manage a significant budget and meet financial efficiencies;
* Working with Members and Senior Officers, advising on specialist areas of responsibility;
* Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development;
* Experience of managing complex projects and matrix management;
* Experience of implementing and delivering partnership working with both internal and external partners.
 | * Extensive experience at senior management level within a large organisation;
* Management of passenger transport services, including dealing with social care and scholar transport;
* Experience of developing public transport strategies in the context of Local Transport Plans;
* A broad understanding of transport legislation;
* Quality Management Systems and their application;
* Working with the public transport industry in the development of a public transport network, including the management of subsidised services;
* An awareness of the Government’s social inclusion agenda;
* An awareness of the needs of people with disabilities.
 | * Application form
* Selection process
* Pre-employment checks
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| **Skills and Knowledge** | * Project management, business transformation and change management skills;
* Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries;
* Understand and promote the application of digital technology to support and enhance service delivery;
* The ability to identify and exploit commercial opportunities for the benefit of the community and the council;
* Understand and apply the ‘One Council’ ethos and the values which underpin it;
* The ability to delegate effectively;
* Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team;
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery;
* Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available;
* Problem solving and budget setting skills;
* Understanding of LEAN methodology;
* Political and cultural awareness and an understanding of the political context and environment of Local Government;
* Strong communication and presentation skills;
* Knowledge and understanding of Local Government statutory requirements.
 | * Knowledge of safeguarding principles applied to transport services.
* Knowledge and experience of delivering the English National Concessionary Travel Scheme
* Knowledge and experience of public transport information systems and the various means by which information can be presented.
* Knowledge and experience of alternative modes of travel and the measures available to encourage modal shift to more sustainable travel.
* Knowledge and experience of managing and operating an in-house fleet of buses
 | * Application form
* Selection process
* Pre-employment checks
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| **Personal Qualities** | * Professional in approach;
* Strategic thinker;
* Personal commitment;
* Flexible approach to work;
* Well organised and self-motivated;
* Resilient with strong self-awareness.
 |  | * Application form
* Selection process
* Pre-employment checks
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