

ROLE DESCRIPTION

Job Title	Bus Operations Manager
Salary Band	SCP 51-55
Reporting to	Head of Network Performance
Directorate	Place
Service Area and sub area	Transport
Team	Network Performance
Political Restriction	N/A

<p>1. Primary Purpose of the Post</p> <p>Reporting to the Head of Network Performance, you will oversee the performance of the Bus elements within the Metro Network and manage the operations of Bus Hubs across the network. You will lead a team, alongside the Rail Operations Manager, responsible for contract management and payments. Additionally, you will collaborate with the Rail Operations Manager to ensure the seamless delivery of services within a multi-modal integrated network</p> <p>As a member of our integrated multi-modal Transport Team, you will be customer-focused, collaborative, and act with urgency to help deliver a world-class transport offering to residents in the Liverpool City Region.</p>
<p>2. Your responsibilities</p> <ul style="list-style-type: none"> • Manage all aspects of bus operator contracts through franchising and collaborate with the Rail Operations Manager to ensure full integration into the Metro network across the Liverpool City Region. • Champion the "one team" ethos across the transport function. • Act as Safeguarding lead for all contracted bus services and oversee Health and Safety for operational teams. • Manage daily operational performance of the bus network using agreed Performance Incentive Regimes, Operational Performance Metrics, and Key Performance Indicators, ensuring swift resolution of disruptions and customer-facing issues, and oversee timely processing of payments to operators. • Embed a culture of Operational Excellence and continuous improvement within the team. • Manage the Bus Operations Teams across the Liverpool City Region, including Network Performance, Real-Time Information Control Room, Hubs, and Travel Centres Teams, ensuring high levels of health, safety, and employee engagement. • Facilitate bus network resilience during incidents and disruptions, ensuring business continuity and robust performance during special events or operational disruptions. • Ensure the bus network is inclusive and fully integrated into the wider Metro Network.



- Operate the bus network in accordance with contractual terms and conditions of the Franchise holder.
- Monitor Operational Performance relentlessly to ensure the highest level of service to customers and collaborate with the Network Performance and Integration Manager to drive network performance improvements.
- Focus decisions and processes on customer-centric Network Performance and continuous operational improvement.
- Manage Performance Incentive Regimes with operators and ensure all payments or penalties are processed within governance codes and budgets.
- Lead, manage, and inspire employees in Hubs, Bus Stations, Network Performance, and Control Room teams, ensuring ongoing employee engagement, training, development, and health and safety.
- Ensure bus services operate with the highest level of vehicle safety, including safeguarding, personal safety, and road risk.
- Identify and mitigate risks to network performance, feeding into corporate risk management and the Operational Risk Register.
- Respond to safeguarding concerns related to bus services, acting as a point of contact for Merseyside Police and Local Authority Designated Officers, and collaborate on safeguarding investigations.
- Support resilience and emergency planning with specific responsibilities for Silver Command/Tactical level coordination for special events and emergencies.
- Collaborate with the Rail Operations Manager to lead and coordinate an effective administrative function within the Network Performance Team, responsible for contract management, key account management, and payments.
- Develop and deliver succession plans to ensure team resilience and business continuity
- Provide effective recruitment and selection of staff, adhering to the LCRCA's recruitment policies and procedures
- Develop and promote a positive working environment through appropriate delegation, mentoring and coaching of staff through the identification of learning and development needs of the teams.
- Provide effective leadership to support the delivery of service excellence to achieve the outcomes of the Corporate Plan and other associated objectives.

3. General Corporate Responsibilities

- Collaborate with other departments and the wider organisation to support strategic priorities.
- Lead by communicating the corporate vision and supporting teams in its delivery.
- Model and promote adherence to LCRCA values, encouraging appropriate behaviours.
- Embed a customer-first culture with a can-do approach, focusing on local communities.
- Work with public and relevant bodies to support LCR's communities, addressing local concerns, tackling inequality, and improving life chances for residents.
- Participate in all training and development opportunities to enhance personal and team skills.
- Commit to continual personal development.
- Promote full consideration of the equality impacts of decisions on the full range of Protected Characteristics and be committed to equal opportunities by promoting non-discriminatory practices in all aspects of role.



- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- All members of the Transport Team are expected to work collaboratively across all four service areas with the Team and, when required, undertake additional duties to ensure exceptional quality and delivery

4. Recruitment Plan

Competency Based Interview
Assessment

PERSON SPECIFICATION

Job Title: Bus Operations Manager

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
A relevant degree, transport qualification or equivalent professional attainment/membership – to demonstrate sufficient knowledge and professionalism to run a multi-disciplinary bus team.	E	A
Experience and knowledge	E = Essential D = Desirable	Identified By
Extensive experience of public service delivery at a senior management level in either local authority transport or the bus Industry, supported by technical practical experience from the bus sector.	E	A, I
Detailed knowledge of Bus Operator working environment	E	A, I
Knowledge of the public transport industry.	E	A, I
Knowledge of the public transport network in the Liverpool City Region	D	A, I
Knowledge of public transport regulatory legislation and government policy	E	A, I
Knowledge of public transport fare structures	D	A, I
Proven track record of developing services, contracts, resources and effective resource planning.	E	A, I
Tender specification production, including technical aspects.	D	A, I
IT literate to a high standard including Microsoft office suite	E	A, I
Proven ability to demonstrate all work practices with IT based solutions are delivered to optimise efficiency.	E	A, I
Track record of developing and implementing IT solutions to optimise service efficiency. (i.e. creation of management systems.)	D	A, I
Knowledge of the key issues facing a City Region.	D	A, I
Experience of developing and monitoring safe systems of working in line with current Health and Safety Legislation, ensuring all employees adhere to corporate safety systems and relevant legislation	E	A, I
Commercial awareness within the public transport sector	E	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Programme and project management skills	E	A, I
Ability to build and manage robust and effective relationships with stakeholders	E	A, I
Ability to lead and motivate large multidisciplinary teams of staff, to lead on recruitment and selection, staff welfare, proactive absence management and developing individual resilience and capabilities	E	A, I
Ability to work collaboratively both internally and with external partners including political stakeholders	E	A, I
Ability to work under pressure	E	A, I
High level of skill in analytical thinking to support effective decision making	E	A, I
Highly developed written and oral presentation skills with ability to present complex ideas in a clear and understandable way	E	A, I
Evidence of quality, time management and organisational skills, including prioritisation and delegation	E	A, I
Ability to write detailed reports.	E	A, I
An enthusiastic and positive professional with a proven ability to motivate others.	E	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Determination to deliver.	E	A, I
Commitment to continuing professional development	E	A, I
A commitment to providing a high-quality customer service and ensuring service standards are met.	E	A, I
Commitment to and understanding of equal opportunities.	E	A, I
Commitment to continuous improvement.	E	A, I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion	E	A, I
Experience of/ability to contribute to a high-performance culture	E	A, I
Embed LCRCA's behaviours of LCRCA First, Action Focused, and Respect	E	A, I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION