ROLE DESCRIPTION

Job Title	Network Performance & Integration Manager
Salary Band	SCP 44-50
Reporting to	Head of Network Performance
Directorate	Place
Service Area and sub area	Transport
Team	Network Performance
Political Restriction	N/A

1. Primary Purpose of the Post	

Reporting to the Head of Network Performance, you will develop a performance analysis and improvement framework to drive a high-performance Bus and Rail Network (Metro Network) across the Liverpool City Region.

Leading a joint team that will oversee standards across the network, as well as gathers and analyses data, you will own the integrity of all operational performance data, ensuring its use in the management of the Metro Network and enabling a culture of continuous improvement.

You will oversee the development and production of a Network Performance Scorecard, together with regular performance reporting and the monitoring of operator performance against SLAs. You will manage the development and delivery of operational information, services, and facilities to ensure network integration within the combined authority.

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.

2. Your responsibilities	

- Lead the development of information, services, and facilities for network integration.
- Develop and maintain plans and strategies for the integrated delivery, improvement, management, and performance of multi-modal transport services.
- Support the Head of Network Performance in developing, aligning, and executing performance analysis, improvement plans, and remedial planning.
- Manage performance regimes as defined by contracts and develop new approaches for KPI management and performance monitoring.
- Ensure data is accurate, accessible, meaningful, and timely to enable data-led decisions.
- Produce reports for senior leaders and external stakeholders.
- Respond to performance data requests from senior leaders, political leaders, and other stakeholders.
- Develop and manage the Network Performance KPI Scorecard, ensuring its integrity, accuracy, and accessibility.

- Use data to identify trends in operational performance and support colleagues in managing transport operators and improving the customer offer.
- Use data and insights to feed into the operational risk register.
- Lead a team responsible for data collection, processing, reporting, and presentation for the Metro Network.
- Lead, motivate, and develop frontline officers to drive customer-focused improvements and revenue protection.
- Oversee the operational audit of the network to ensure operators adhere to standards such as accessibility, vehicle maintenance, cleanliness, punctuality, and reliability.
- Ensure systems, processes, and data focus on an integrated approach across Bus and Rail for continuous operational improvement.
- Build team resilience by identifying opportunities for training, development, and horizon scanning.
- Liaise with transport operators to ensure data collection hardware and software are operable and reliable.
- Support other functions within the Network Performance Team to achieve their objectives.
- Deputise for the Head of Network Performance when required.

3.	General Corporate Responsibilities

- Support the strategic priorities of the organisation and the Transport Team.
- To act as an ambassador for the LCRCA and for the Metro network.
- 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: Network Performance & Integration Manager

Criteria		
Qualifications and Training	**E = Essential D = Desirable**	**Identified By**
Relevant degree and/or relevant experience in a transport-focused environment	E	A

Experience and knowledge	**E = Essential D = Desirable**	**Identified By**
Using data to inform strategies and decision making	E	A, I
Management experience gained in a relevant transport related field.	E	A, I
Ability to build and manage robust and effective relationships with stakeholders.	E	A, I
Knowledge of the transport industry.	E	A, I
Experience of developing and implementing service level agreements, including QPS arrangements.	E	A, I
Knowledge of the transport network in the Liverpool City Region.	D	A, I
Proven experience of customer and stakeholder engagement and relationship management.	E	A, I
Proven track record of service delivery	E	A, I
Implementing or managing revenue and fraud prevention	E	A, I

Skills and abilities	**E = Essential D = Desirable**	**Identified By**
Ability to lead, inspire and motivate others within a culture of proactive service delivery and continuous improvement	E	A, I
Strong negotiation, influencing and persuasion skills with flexibility in approach to deliver the right outcomes	E	A, I
Able to deliver and lead others, prioritising competing demands and ensuring a focus on meeting deadlines/milestone	E	A, I
Positive, flexible, responsive, dynamic and creative approach to problem solving, encouraging ideas from	E	A, I

across teams, working around constraints and challenges to translate ideas into practice		
Highly developed written and oral presentation skills with ability to present complex ideas in a clear and comprehensible way	**E**	**A, I**

Personal Attributes	E = Essential D = Desirable	Identified By
A passion to improve public transport services	**E**	**A, I**
A commitment to providing a high-quality customer service and ensuring service standards are met	**E**	**A, I**
Flexible approach to working hours and willingness to work flexibly as and when required	**E**	**A, I**
Quality, time management and organisational skills	**E**	**A, I**
A commitment to achieving Social Value across all areas of work	**E**	**A, I**
Knowledge of the key issues facing a City Region.	**D**	**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