

ROLE DESCRIPTION

Job Title	Transport Performance Officer
Salary Band	SCP 27-32
Reporting to	Transport Performance Reporting Manager
Directorate	Place
Service Area and sub area	Transport
Team	Network Performance
Political Restriction	N/A

1. Primary Purpose of the Post

Reporting to the Transport Performance Reporting Manager, you will ensure the accuracy and timeliness of performance data for the Metro Network. You will support the production and maintenance of the 'Operational Scorecard,' enabling evidence-based decisions on transport operator performance across the multi-modal Metro Network.

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

- Collaborate with transport operators, third-party suppliers, and internal teams across the Combined Authority to improve the quality and accuracy of real-time information systems.
- Monitor and manage the estate of electronic ticket machines (ETMs), ensuring data flows are maintained and ETMs are kept in good working order with necessary software updates.
- Work with individuals across all service areas within Transport to ensure understanding of working processes and provide resilience when needed.
- Provide trend analysis on various aspects of the Metro Network.
- Perform quality checks on all aspects of data flows within the Network Performance Team.
- Utilise ICT skills to assist in the development of relevant systems to deliver a higher level of service to customers and stakeholders.
- Use ICT skills to monitor, analyse, and provide complex statistical reports.
- Continuously review work methods and workload to improve service and performance within Network Performance.
- Assist with technical advice in relation to the management of the Metro Network.
- Develop and maintain strong, customer-focused relationships with all stakeholders to deliver high-quality services that meet customer needs and provide value for money.
- Liaise with stakeholders to undertake contract monitoring and address performance issues as required.



- Share ideas for improvements and contribute to the implementation, development, and management of initiatives designed to improve efficiency across the Metro Network.
- Forge positive working relationships with functions across Network Performance and the wider Transport Team.
- Assist in the client role for supported bus service sampling frames, proactively managing performance and safeguarding bus revenues and service quality.
- Provide support to the RTI control room, liaising with operators regarding RTI issues, ensuring efficient system, data flows, and communications with effective problem resolution.
- Liaise with Transport Planning colleagues in Network Performance to resolve timetabling, punctuality, and reliability issues identified through RTI data monitoring.
- Assist in monthly monitoring and statistical reporting on various data sets linked to the performance of bus and rail services, including revenue, complaints, payments, punctuality, reliability, service failure, and other key performance indicators.
- Ensure high-quality and timely responses to complaints related to services in the Metro Network.
- Share knowledge and information with colleagues and stakeholders to demonstrate the reliability and punctuality of bus and rail services and the importance of transport interventions for service delivery.
- Develop timely and accurate datasets for business planning, service development, and supporting funding opportunities.
- Continuously improve protocols and procedures associated with revenue protection.
- Follow budgetary controls, financial regulations, and standing orders, along with internal audit recommendations, to ensure robust processes and minimise risk.

3. General Corporate Responsibilities

- To ensure Health, Safety and Wellbeing of staff always.
- 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: Transport Performance Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Professional experience in data and performance management, preferably within a transport-related environment.	E	A, I

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of working in high pressure environment	E	A, I
Experience in a multi-disciplinary office environment where a high degree of initiative and autonomy is required	E	A, I
Experience of performance monitoring	E	A, I
Experience of using Microsoft Suite and bespoke data applications and databases	E	A, I
Ability to interrogate and analyse data to produce informative reports	E	A, I
Awareness of General Data Protection Regulation (GDPR)	E	A, I
Knowledge of the Liverpool City Region Transport Network	D	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Ability to work on own initiative and demonstrate a high degree of autonomy and flexibility in a hybrid working environment.	E	A, I
Proficient IT skills specifically the use of Microsoft Office Applications	E	A, I
Interpersonal skills	E	A, I
Ability to work to deadlines	E	A, I
Excellent written and verbal communication skills	E	A, I
Organisational skills and ability to manage and prioritise workload in high pressure situations	D	A, I



Personal Attributes	E = Essential D = Desirable	Identified By
Approach tasks with enthusiasm and a positive attitude, demonstrating a willingness to tackle challenges	E	A, I
Collaborate effectively with colleagues to foster a supportive team environment and achieve shared goals	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