

Job Title	Tram Concession Manager
Team	Transport Operations
Reporting To	Head of Transport Operations

About your role

Lead and manage the Team responsible for the delivery of the tram concession. Develop and deliver plans in relation to the tram assets and future concession.

Why is your role important or how does it add value?

- SYMCA's aim is to provide the best Public Transport system possible. The objective is the pursuit of excellence in meeting the needs of all potential passengers.
- SYMCA is fully committed to the active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every member of staff to seek to ensure the practical application of this policy.
- Under the Health and Safety at Work Act, all employees are required both to take care of their own health and safety and that of other employees and to co-operate with their employers in complying with their statutory duties.
- All Line Managers must ensure that SYMCA's Health and Safety Policy is implemented effectively along with ensuring safe working practices and conditions are in place within the areas under their control.
- SYMCA and its Managers are fully committed to the training and development of staff.

What are the tasks or work areas you are responsible for?

- Manage the Supertram assets and the Concession Agreement and related documents to ensure that SYMCA's interests and assets are safeguarded, and service is delivered to the Contract and in the customers' best interests.
- Ensure that SYMCA's tram assets are properly maintained by the tram operator and kept in good and safe repair in accordance with an Asset and Dilapidations Plan (to be put in place), and that the correct statutory, safety and structural checks are undertaken; that repairs and maintenance under the Concessionary Agreement are properly undertaken; and all the plans and records are kept under regular review and up to date.
- Develop strategies in conjunction with external and internal stakeholders that support the integration of the tram with other modes, in line with the refreshed SYMCA Transport Strategy and other relevant strategies.

•	In partnership with key stakeholders proactively influence the development of the commercial tram network offer in order to meet CA strategies and plans and the wider requirements of the SYMCA Transport Strategy including the commercial elements of the Park & Ride offer.
•	Develop a strategy and lead on the options for the future concession or operating model of the Supertram network from 2024.
•	Define the standards for the local tram network and lead the monitoring and evaluation of the performance of operators taking proactive action where necessary to ensure the delivery of the network and services in the best interests of customers and aligned to CA policy.
•	Lead on organisational projects as directed by the Director of Public Transport to ensure customer satisfaction and patronage growth and on-going stability of the network.
•	Manage the effective utilisation of the Section's budget to secure delivery of the responsibilities outlined above to ensure that the best achievable public transport offer is provided within the resources available.
•	Manage the implementation of relevant elements of the SYMCA Transport Strategy and Business Plan to ensure that the Tram network is developed and enhanced in accordance with CA policy.
•	Ensure that the agreed standards for services and infrastructure on the tram network are adhered to in order that the obligations of the tram operator and third-party suppliers are met.
•	Identify and manage the delivery of measures with the Highway Authority, Police, HSE and Tram Operator to improve the safety and performance of the tram system, ensuring their timely introduction.
•	Support the wider SYMCA Team in the development of strategic network, operational fares policy and projects, providing technical and performance guidance on matters of tram.
•	Develop and manage the delivery of local proposals to improve services and infrastructure to encourage greater use of the tram.
•	Manage and provide responses to operational consultations and lead consultations on tram matters ensuring the position of SYMCA is appropriately represented at all times.
•	Ensure the timely and appropriate reporting of performance and service delivery of the tram to relevant internal and external stakeholders as appropriate.
•	Undertake any other responsibilities commensurate with the post that the Director of Public Transport may require.

About You

What kind of **behaviours** are important?

Ambition	Does not give in easily, prepared to stick at things to get something finished - persistent
	A consistent and persistent focus on what matters most for delivery
Innovative	Urgency in identifying problems and finding imaginative ways to solve them – avoiding added bureaucracy or unnecessary work
	Willing to be challenged by colleagues – and to bring constructive challenge and support
Integrity	Organised and structured in how they work, demonstrating good personal time management
	Able to balance conflicting demands on their time, prioritises their workload well
Collaborative	Open minded to the ideas, contribution, or comments from colleagues, does not dismiss what others have to say
	Willingly adapts their style to suit different situations
Flexible	Moves quickly to get things done, invests additional effort if needed to meet a deadline or a goal

	Open minded and receptive to new ideas and suggestions, acknowledges the benefit of change even if they have personal concerns
Impact	Understands the purpose of the organisation, knows the vision and the strategic intention of the organisation
	Sees opportunities to make processes or how they work better, speaks up and shares their ideas

What qualifications or wider knowledge do you need?		
Professionally qualified, preferably a degree or equivalent in relevant field or equivalent level of professional experience	E	A
Professional sector knowledge – <i>Uses experience as a practitioner to make policy</i>	E	A/I
Good knowledge of the light and heavy rail industry	E	A/I
Awareness of relevant legislation and its application	E	A/I
Good knowledge of the local rail network	D	A/I

What previous experience is needed?		
Substantive previous experience in a similar management role, including managing a team of professional officers and/or multiple stakeholders	E	A/I
Previous experience in the management or operation of light and/or heavy rail franchise contracts	E	A/I
Previous experience in overseeing the management of assets	E	A/I
Previous experience of handling of tram related highways matters	E	A/I

What skills should you have?		
Analytical and numeric skills – <i>Makes informed business decisions based on accurate information</i>	E	A/I
Financial and commercial awareness – <i>Makes inform decisions to maximise financial + commercial benefits</i>	E	A/I
Literacy skills – <i>Presents written information persuasively to sustain an argument</i>	E	A/I
Managerial skills – <i>Leads others towards the achievement of a long-term vision</i>	E	A/I
Project management skills – <i>Established a cycle of continuous process improvement</i>	E	A/I