

Job Title	Head of Public Transport Operations
Team	Public Transport Operations
Reporting To	Director of Public Transport Operations

## About your role

The Head of Public Transport Operations will have responsibility for overseeing the operational delivery for the three modes of public transport in South Yorkshire: bus, tram and rail. You will act as a key point of contact for bus, tram and rail in the day-to-day management of transport operations, ensuring that the public transport system is managed consistently and in line with performance expectations by offering guidance and direction to the three team leads where support is required.

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

- Ensuring that daily operations are managed consistently, activity and minimum performance levels are maintained.
- Proactively manage and facilitate changes in transport operations, processes and contracts arising from wider strategic developments and decisions (eg National Bus Strategy, Light Rail Developments and regional Train programmes) are implemented in a timely and effective manner.
- Identify performance improvement initiatives and propose quality improvements to support wider public transport policy and programme delivery.

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

- Accountable for the leadership and direction of the three-public transport managers in their day-to-day public transport management activities to sustain consistent levels of service and management presence are delivered in line with performance.
- Manage and implement the overall business as usual planning schedule for contractual renewals, service changes and ensuring close liaison with other teams to support customer and stakeholder communications.
- Oversee the delivery of all our Public Transport contracts to ensure organisational objectives are met, including the efficiency of the network and value for money on all such contracted services.
- Provide performance and wider management reporting on a regular basis to the Director of Transport Operations and the Senior Management Team.
- Supporting the Director of Public Transport Operations in overseeing progress with capital programmes and ensuring benefits from those investments are realised on the network.
- Develop new, and modifying existing, systems to ensure that any changes in operational activities arising

from strategic developments are implemented in an effective and timely manner.

- Advise the Director of Public Transport Operations of any strategic matters that require actions or decision / approval through the governance process including preparation of decision and advisory papers.
- Prepare and develop reports for MCA management board, thematic boards as necessary for approval and to inform f operational performance and delivery and propose performance improvements to service delivery.
- Convene and (where appropriate) chairing any meetings required to support the daily operational management.
- Develop and maintain effective relationships with key stakeholders, including operators, local authorities, DfT and elected members in order to ensure regional and national activities are reflected in our plans.
- Proactively monitor and deal with under-performance on our modal transport system, engaging with operators and suppliers to ensure performance improvement activities are put in place to resolve systematic problems.
- Working closely with other teams (e.g., finance, communications, projects) to ensure accurate information is available to inform day to day decision-making regards public transport and that changes in services are communicated effectively with stakeholders and customer.
- Provide leadership both within and outside of the directorate, including to partners, to continually drive improvements in the outcomes that will bring about SY transformation and delivery of MCA strategic transport objectives.
- Act as project sponsor on capital and revenue project activities which drive performance improvement across all modes.
- Collaborate effectively by providing expert knowledge and advice on policy issues with colleagues, senior managements, Directors, and management board members.
- Ensure compliance with relevant legislation e.g., Health & Safety, Data Protection, Freedom of Information etc.
- Undertake any other duties commensurate with the role as requested by management.

## 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 <b>qualifications</b> or wider knowledge do you need?		
Educated to degree standard or equivalent (must include English language and Maths to GCSE level) or relevant experience	E	A
Proficient in Microsoft Office	E	I
Knowledge of IT solutions and their use in a business environment.	E	A/I
Broad knowledge of the public transport sector	E	A
Strong understanding of Local and Combined Authority processes and governance	D	A/I
Knowledge and understanding of service level agreement development	E	I

What previous <b>experience</b> is needed?		
Proven experience of working within a transport role, preferably public transport or local government	E	A/I
Evidence of recent successful partnership working	E	I
Previous experience of contract management	E	A/I
Previous experience of working with highly confidential, sensitive, and contentious information.	E	I
Previous experience of managing a team of professional officers and/or multiple stakeholders	E	I
Experience of utilising Microsoft products eg Word, PowerPoint, and Excel to produce professional documentation.	E	A/I

What <b>skills</b> should you have?		
Strong stakeholder management and relationship building skills	E	A/I
A confident communicator, both verbally and in writing, possessing strong influencing and negotiation skills with demonstrable experience of leading teams or functions through change to achieve overall goals	E	I
Highly numerate and able to think commercially in relation to income generation and expenditure contracts, with the ability to make assessments of alternative business	E	I

proposals, and to think creatively about options		
High professional standards with the ability to work on own initiative and perform duties with a high degree of tact and diplomacy.	E	I
Knowledge and experience of using technological solutions to improve service delivery	E	A/I
Ability to adopt an effective approach to problem-solving, adapting to changes in circumstances or information.	E	I