

Job Title	Bus Partnership & Development Officer
Team	Bus Services
Reporting To	Nathan Broadhead

## About your role

Actively support the Bus Services Team in the delivery of a sustainable bus network, with day to day responsibility for the monitoring of commercial and contracted Bus and Community Transport Services within that area by conducting regular network reviews and/or reacting to commercial changes ensuring the provision solution is both cost effective and fit for purpose within budgetary restrictions.

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

Responsible the day to day management of circa 100 general networks, 25 school services contracts and a service level agreement with Community Transport operator

Part of a team of six working closely with bus operators, Mayoral Combined Authority, Local Authorities, partners (internal and external) and funding agencies to achieve the best possible local commercial and contracted bus network.

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

- Day to day responsibility for analysing and reporting the performance of contracted (Operational and Financial), commercial and Community Transport services in order to identify where interventions are needed to ensure service are delivered to the required standards
- Day to day responsibility for monitoring all existing bus partnership agreements (statutory and voluntary) escalating any areas of none compliance to senior managers to ensure appropriate action is taken where needed
- Pro-actively analyse and act on new and changing requirements, including changes to the public transport network and the availability or otherwise of funding.
- Proactively monitor all local bus and school contracts and service level agreements to ensure compliance, where identified, recommending development and refinement to meet the organisational requirements where necessary.
- Day to day responsibility for delivering an effective highways disruption management support service, to ensure the impact on the bus and Tram network is minimised and where disruptions occur these are communicated effectively and in a timely manner to customers and key stakeholders
- Support the Community Transport Vehicle replacement programme through the preparation of vehicle specification and procurement process ensuring compliance with standing orders.

<ul style="list-style-type: none"> <li>• Deliver an effective event management support service for all events impacting on the bus network, provide specialist support, assist with consultation and discussions with key stakeholders to ensure adequate bus service provision are in place</li> </ul>
<ul style="list-style-type: none"> <li>• Day to day responsibility for the timely completion of all operational processes (including but not limited to reviewing of registration documents) and procedures associated with the periodic changes (e.g. 3xY) to the bus network and that summary of changes are collated and disseminated to customers and key stakeholders.</li> </ul>
<ul style="list-style-type: none"> <li>• Review established contracts in conjunction with the Senior Bus Network Development Officer, updating specifications to reflect agreed changes, ensuring effective use of resources, preparing tender specifications and supporting documentation and the analysis of tender submissions.</li> </ul>
<ul style="list-style-type: none"> <li>• Work collaboratively across the team to identify and investigate opportunities to deliver an enhanced integrated transport network that serves to support growth through improving customer satisfaction, driver standards, vehicles standards and bus performance, including but not limited to patronage, punctuality and reliability.</li> </ul>
<ul style="list-style-type: none"> <li>• Investigate enquiries and complaints from key stakeholders and the members of the public concerning commercial and contracted bus and Community Transport, services to ensure that SYPTC can provide an informed and considered response</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake any other tasks commensurate with the post that the Bus Partnership &amp; Development Manager may require.</li> </ul>

## 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?		
Two 'A' levels, appropriate transport qualification or equivalent professional attainment	E	A
Good knowledge of the bus industry	E	A/I
Good knowledge of South Yorkshire and it's public transport network	D	A/I
Awareness of relevant legislation and its application	D	A/I
Good knowledge of MS Office Applications	E	A/I
Good knowledge of GIS and computer mapping systems	D	A/I

What previous <b>experience</b> is needed?		
Previous experience of working in a similar environment	E	A/I
Preparation of public transport contracts	D	A/I
Handling of bus related highways matters	D	A/I
Planning or operation of public transport services	D	A/I

What <b>skills</b> should you have?		
Administration skills – <i>Completes core processes</i>	E	A/I
Analytical and numeric skills – <i>Interrogates and analyses data to gather relevant information</i>	E	A/I
Computer literacy skills – <i>Uses computer technology to support performance</i>	E	A/I
Financial and commercial awareness – <i>Maintains good financial control over resources within their department</i>	E	A/I
Literacy skills – <i>Effectively communicates via written media</i>	E	A/I
Project management skills – <i>Manages own contribution to project success</i>	E	A/I