

Job Title	Bus Network Development Manager
Team	Bus Services
Reporting To	Bus Services Manager

About your role

The role will support the leadership and management of the Bus Team working collaboratively with bus operators to develop and deliver a commercial and supported network in line with regional requirements. Engage and support formal governance structures including South Yorkshire Enhanced Bus Partnership.

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

- Through the proactive management of the Bus Services Team, you will ensure the procurement and monitoring of SYMCA's contracted service portfolio.
- By working collaboratively with internal and external stakeholders, local Authority partners and bus operators you will support the delivery of a comprehensive, efficient and accessible bus network to our communities across South Yorkshire.

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

- Manage the consultation, discussion, and negotiation processes with bus operators to influence the design and provision of the regional bus network to ensure it supports SYMCA and Local Authority objectives, including the delivery of the South Yorkshire Enhanced Bus Partnership and capital programme.
- Responsibility for the management and monitoring of regional bus network performance as well as supporting the identification of performance improvements which help deliver change and achievement of South Yorkshire Enhanced Bus Partnership targets.
- Oversee and secure the provision of an effective traffic and highways management service, to ensure a punctual and reliable bus network, providing all necessary specialist support to ensure that disruption to the customer is minimised and effectively communicated.
- Lead the consultation with bus operators and local authorities where permanent and temporary changes to the highway are proposed to ensure the provision of the best possible bus network at all times.
- Manage and ensure the effective and timely completion of all operational processes and procedures associated with the network timetable changes to the bus network, ensuring that service change information is disseminated to all relevant stakeholders in appropriate and timely manner.
- Actively manage the performance and monitoring of contracts for bus and services (which may include, volunteer, community, and demand responsive services, etc) in order to ensure that services are delivering best value for money, provide a punctual, reliable and acceptable quality of service for the passenger.
- Manage the application of the supported Bus Service Policy and evaluation tools, in order to ensure the effective targeting of SYMCA's available supported bus services budget, whilst seeking to reduce individual service costs.

- Ensure systems are in place to ensure accurate electronic records of lost mileage, patronage and income for all supported services are maintained, to ensure operators are accurately paid and the team provide regular reporting on service punctuality, reliability and patronage to senior manager and stakeholders.
- Working with the Data and intelligence team to review and report on market trends, including costs, fares, variations and profit margins to inform budget forecasting.
- Manage the preparation of local bus and home to school transport service tender specification and supporting documents, to ensure that the bus network meets SYMCA's obligations under the Service Level Agreement with the four South Yorkshire Local Authorities, working with the Procurement and contract team to ensure tenders are issued and returned in timely manner in line with procurement regulations and in accordance with SYMCA requirements.
- Pro-actively represent SYMCA in relevant external partnerships in order to influence the wider promotion of public transport and seek out opportunities to do so at all times.
- Pro-actively analyse and act on new and changing requirements, including changes to the public transport network and the availability or otherwise of funding.
- Work collaboratively with internal partners and external stakeholders to ensure operational, financial or other risks are escalated in a timely manner.
- Undertake any other duties commensurate with the role as requested by management.

About You

What kind of behaviours are important?	
Ambition	Sets challenging, ambitious goals, KPI's and objectives for all of their team based on critical areas of performance
	Visibly demonstrates a can-do approach to their role, challenges they face and changes - upbeat and optimistic
Innovative	Demonstrates connectedness with colleagues when developing solutions to ensure alignment with colleagues' goals
	Thinks strategically when developing solutions and ideas, thinks for the long term to ensure solutions are sustainable
Integrity	Consistently focused to achieve outcomes when faced with conflicting priorities
	Able to successfully manage multiple project streams simultaneously
Collaborative	Demonstrates a mature, inclusive leadership style that encourages debate, discussion, and involvement
	Actively listens to the ideas, thoughts, and opinions of colleagues, doesn't leap to conclusions or dismiss the contributions of others
Flexible	Empowers the team to deliver initiatives, delegates the authority to act to appropriate team members
	Clearly articulates the need for change with the team to establish the motivation and drive to do something in a new way
Impact	Responds swiftly and positively to changes in the agreed objectives or plans, flexible to adapting the plan
	Actively seeks out opportunities to make things better, focused on constantly improving outcomes and processes

What qualifications or wider knowledge do you need?	Rank	Measure
Educated to degree standard or equivalent (in relevant subject) or relevant experience	E	A
Good knowledge of the bus industry	E	I
Good knowledge of South Yorkshire and its public transport network	D	I
Awareness of relevant policy, guidance and legislation and its application	E	A/I
Knowledge and understanding of partnership working and approaches to engaging and collaborating with a range of stakeholders	E	I
Knowledge of IT solutions and their use in a business environment	E	A/I
Understanding of highly complex and political environments	D	I

What previous experience is needed?	Rank	Measure
Proven relevant experience in a similar public transport management role including the supervision of staff	E	A/I
Previous experience in the preparation and management of voluntary or statutory service agreements	E	A/I
Handling or bus related highways matters	D	I
Previous experience in the management and monitoring of large projects and budgets	E	I
Experience of team management and matrix working to optimise performance	E	I

What skills should you have?	Rank	Measure
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
Excellent interpersonal skills with the ability to influence and facilitate partnerships deals with a variety of internal and external stakeholders, sometimes in areas of tension and conflict with evidence of sound judgement and an ability to anticipate and plan for future developments and options.	E	I
Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision.	E	I
Skilled in producing quality documentation including reports, ensuring they are suitable for audiences.	E	A/I
High professional standards with the ability to work on own initiative and perform duties with a high degree of tact and diplomacy.	E	I
Ability to work at senior levels within an organisation and partnerships, sometimes in areas of tension and conflict with evidence of sound judgement and an ability to anticipate and plan for future developments and options.	E	A/I
Ability to adopt an effective approach to problem-solving, adapting to changes in circumstances or information.	E	I
Proven ability to manage a team effectively.	E	I
Excellent and well-developed management skills, to include an ability to think creatively and implement solution and outcome focussed problem solving with an ability to initiate and manage change through influence and collaboration	E	I

Key

E = Essential / D = Desirable

A = Application Form / I = Interview