

JOB DESCRIPTION

Job Title	Transport Information Manager
Salary Band	SCP 33-36
Reporting to	Bus Development Manager
Directorate	Place
Service Area	Bus
Contract	Permanent
Political Restriction	N/A

1. Primary Purpose of the Post

The primary purpose of the post is to develop and deliver the Combined Authority's Transport Information Strategy by ensuring the provision, distribution and development of transport information across a range of channels meets and exceeds expectations. By doing so thus retaining current users of public transport and encouraging non-users to be confident to utilise the transport information provided to experience the public transport offer in the Liverpool City Region.

In addition, ensuring that transport information is provided in such a way that enables easy access via a variety of channels that reflects the way and the style that consumers prefer to access their information

2. Key Role Specific Responsibilities

- Always have the customer needs at the heart of everything.
- Lead the Transport Information Team to deliver excellent information provision.
- Responsible for ensuring that all work is completed on time, on budget and meets quality standards and best practice guidelines with responsibility for procuring and managing contracts and suppliers, ensuring data and information accuracy and making sure all outputs meet customer and corporate needs.
- Responsible for promoting the value of transport information and ensuring that the team is best placed to respond to the needs of the organisation and the residents of the Liverpool City Region.
- Demonstrating commitment to corporate processes and ensuring that these are delivered at all times.

- Be aware of industry innovation and robustly scrutinise the value, act upon that assessment and champion developments that will bring added value to the city region.
- Be a visible and enthusiastic manager, encouraging partnership working across the organisation.
- Effectively recruit, select, and manage the Transport Information Team.
- Proactively and effectively manage the team in line with the organisations policies and procedures to ensure consistency of experience for the team and providing them with opportunities to grow and develop.
- Motivate the team to deliver on expectations and strive to exceed.
- Support the development of the team through ensuring access to training, coaching and mentoring opportunities.
- Effective contract management of suppliers from need identification, development of specification, procurement process, onboarding and contract monitoring and management.
- Time and Resource Management.
- Financial management and monitoring of the Transport Information Team budget.
- Work effectively with both internal and external stakeholders to ensure that the transport information offer is as accurate, available, and as easy to understand as possible.
- Advise senior managers across the organisation on the appropriate use of transport information for any project.
- Responsible for the management of safe systems of work and risk assessments for the Transport Information Team.
- Promote a culture of continuous improvement and development, based on external and internal stakeholder discussions, market research and best practice.
- Be familiar with the software packages (Quark, Adobe) that are currently utilised by the Transport Information Team along with other software packages that could be utilised in delivering transport information.
- Responsible for the development of technical solutions that enable improved transport information and work with relevant internal teams or external suppliers to resolve any issues in a timely manner so as to ensure that the impact on the provision is minimal.
- Liaison with similar public sector bodies in a collaborative way, develop relationships to enable progressive discussions and sharing of best practice.
- Work with the Department for Transport, their representatives and local bus operators to address the statutory requirements associated with Bus Open Data.

- Ensure that customer contacts are managed effectively, and feedback is utilised to ensure continuous improvement to the transport information offer.
- Assist in developing and then manage the long-term plan for transport information in the Liverpool City Region.
- Chair and manage meetings as appropriate ensuring that meetings are of value and deliver on their purpose.

3. General Corporate Responsibilities

- To support the strategic priorities of the organisation and the Bus Service Area.
- Work collaboratively with other departments within the directorate and the wider organisation being considerate of their priorities alongside your own.
- Provide leadership by communicating the vision to the Transport Information Team and support them in delivering that vision.
- Work inclusively and encourage and support your team to do also.
- Promote understanding of and adherence to LCR CA values by modelling appropriate behaviours and encouraging others to do likewise.
- To embed a culture that places customers first, adopts a can-do approach and focuses on communities and working locally.
- To work with public and other relevant bodies to support LCR's communities, through services and activities which address local concerns.
- To contribute to the management of risks both within the service area and the wider strategic risks facing the LCRCA.
- To adhere to all health and safety legislation and work to ensure that the health, safety and wellness of everyone is a key consideration in all activity.
- To participate in all aspects of training and development as directed, use all relevant learning opportunities to improve personal and professional skills.

4. General Managerial Responsibilities

- Provide team leadership to support the delivery of service excellence in order to achieve the delivery of the Bus Service Plan and in turn the Corporate Plan and other associated objectives.

- Create a positive working environment through appropriate delegation, mentoring and coaching of staff through the identification of learning and development needs of the team.
- Effective recruitment and selection of staff adhering to the LCR CAs recruitment policies and procedures.
- Proactive people management.
- Promote full consideration of the equality impacts of decisions on the full range of Protected Characteristics and be committed to equal opportunities and promote non-discriminatory practices in all aspects of role.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Service Area: Bus
Job Title: Transport Information Manager
Grade: SCP 33-36

Note to Applicants. Essential criteria are marked with *. All other criteria are desirable.

	CRITERIA	METHODS OF ASSESSMENT
Qualifications and Training	Educated to NVQ Level 4 (or equivalent qualification) or experience in the production of transport information that demonstrates sufficient knowledge and professionalism to manage a team in this specialised area*	A
	Hold or be working towards a Level 5 management qualification	A
Experience & Knowledge	Knowledge of the transport industry*	A,I,P
	Knowledge of the transport network in the Liverpool City Region	A,I
	Knowledge of transport regulatory legislation and government policy*	A,I
	Practical experience of successfully performing in a similar role*	A,I
	Extensive knowledge and experience of the transport/customer information field*	A,I,P
	Contract management experience*	A,I
	Knowledge of local public transport offer, operators, and movement flows	A,I
	People management experience*	A,I
	Knowledge of the key issues facing a City Region	A,I

	CRITERIA	METHODS OF ASSESSMENT
	Advanced user of Microsoft office packages and working knowledge of desk top publishing*	A,I
	Experience of negotiating with third party suppliers	A,I
	Experience of developing new approaches to improve organisational performance*	A,I
Skills/Abilities	Effective communication skills	A,I,P
	Ability to prioritise workload(s) under pressure and work to meet deadlines*	A,I
	Ability to manage data and confidentiality in a transport information environment*	A,I
	Attention to detail*	A,I,P
	Ability to build and manage robust and effective relationship with stakeholders	A,I
Commitment	An understanding of and a personal commitment to the Vision and Aims of LCR CA*	A,I,P
	Commitment to follow and amplify the LCRCA agreed behaviours of LCR First, Respect and Action*	A,I,P
	Determination to deliver*	A,I
	Commitment to continuing professional development*	A,I
	Committed to help deliver the departmental service plan which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region*	A,I,P
	A commitment to providing a high-quality customer service and ensuring service standards are met*	A,I,P
	Commitment to and understanding of equal opportunities*	A,I
	Commitment to continuous improvement*	A,I,P

	CRITERIA	METHODS OF ASSESSMENT
Other	Willingness to work flexibly as and when required*	A,I
	Ability to work effectively and efficiently from home and in the office*	A,I
	Ability to attend meetings inside and outside the City Region*	A,I,
	Demonstrate the highest levels of professionalism*	A,I,P

Key to Assessment Methods:

I – Interview, P – Presentation, A – Application, E – Exercise, T – Test, AC – Assessment