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| Service and job specific context statement | |
| **Directorate:** | Business and Environmental Services |
| **Service:** | Travel, Environmental and Countryside Services |
| **Post title:** | Transport Development Officer |
| **Grade:** | Grade M |
| **Responsible to:** | Commercial Sector Service Development Manager |
| **Staff managed:** | Manage staff on a project/matrix basis (not direct line management) |
| **Date of issue:** | May 2021 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| The Integrated Passenger Transport team (IPT), as part of Travel Environmental and Countryside Services, provides transport services for a range of clients through contracts with commercial bus, coach and taxi operators. Management of the English National Concessionary Travel Scheme (ENCTS) for North Yorkshire is controlled by the team. In addition, the team also operates a fleet of minibuses and provides a fleet management service on behalf of the council.  The role will be key in helping deliver the implementation of change associated with the Directorate’s response to the National Bus Strategy. Working with a wide range of stakeholders including bus service operators, people who use services, communities, partners, including Health, district councils and private and voluntary sector organisations to develop options, design business cases through to decision and plan and implement preferred option(s). |

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| Job Description | |
| **Directorate:** | Business and Environmental Services |
| **Service:** | Transport, Waste and Countryside Services |
| **Responsible to:** | Commercial Sector Service Development Manager |
| **Staff managed:** | Manage staff on a project/matrix basis (not direct line management) |

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| Job purpose | To support the implementation of change associated with the Directorate’s response to the National Bus Strategy. The core focus of this job will involve close and ongoing liaison with key stakeholders and senior service area managers to design business cases and implementation plans.  Working with existing teams and senior managers to deliver the development and delivery of agreed projects. In particular, this will involve researching, analysing and proposing alternative service delivery options, planning delivery schedules; and managing operational activity on a daily basis.  Monitoring and interpreting new and existing legislation, national best practice, quality standards and policy developments to inform and influence Directorate implementation and compliance. |
| Operational management | * Ensure that the transformational change initiatives agreed by the Service Area’s leadership team are effectively delivered and embedded consistently within operational services * Identify future business improvements through an assessment of best practice and present proposals as a business case to senior management. * Develop plans that establish expected results, when results will be achieved, determine priorities and agree the resources required to deliver the project or work package in conjunction with the Service Area’s leadership team as appropriate. * Embed appropriate quality standards in the planning and delivery of projects and lead on review/lessons learnt process * Lead in compiling regular progress reports and identifying and managing risks/issues. |
| Communications | * Successfully build strong working relationships to inspire confidence and support, demonstrating political awareness and sensitivity to the needs of key stakeholders both internal and external. * Manage conflict situations effectively and pro-actively seek to be creative in developing solutions in order to deliver win-win. * Build strong working relationships with principal stakeholders such as people who use services, service area managers and partners. * Develop and implement a communications and engagement strategy and action plan to ensure that people who use support and other stakeholders are aware of and contribute to the development of services and assessment of quality |
| Partnership / corporate working | * Ensure that implementation activities are proactively aligned, where appropriate, with other changes taking place with partners, corporately and across the Directorate. * Where required, work with partners in other organisations to deliver projects * Work with colleagues in HR, Technology & Change, Finance, Communications, Legal Services, Performance & Intelligence and other functions where required |
| Resource management | * Work with existing teams and senior managers to ensure delivery of specified benefits. * Motivate, develop and empower staff to optimise their skills and output and to promote effective working relationships to ensure that project objectives and targets are appropriately met. * Understand and help inform how best to achieve maximum value from investments, including support to grant funding bids (e.g., Bus Service Improvement Plan) |
| Systems and information | * Work with colleagues to ensure that any system requirements to support business change are understood and progressed * The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress * To analyse complex data and information to inform decision making. |
| Strategic management | * Work with the Service Area’s leadership team to develop the vision and strategic direction for the project. * Understand and appreciate the complexity of the working environment and ensure that solutions are practical, workable and conducive to the context. * Constructively challenge existing perspectives/working practices at a strategic level and be capable of building a robust, evidence-based case for change. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Knowledge and understanding of an area of expertise relevant to the specific context of the role * Knowledge and understanding of how equality & diversity, dignity & respect and human rights will apply to this role * Substantial knowledge of relevant legislation, policy and good practice standards both at local and national level * Good functional understanding of key technologies to support transformation * Significant knowledge of change management principles and practices * Knowledge of user consultation and community engagement | **•** Comprehensive and detailed knowledge of passenger transport regulations and legislative framework affecting commercial bus operations.   * Comprehensive knowledge of current transport industry issues, concerns and operating environment including an acute awareness of both commercial and public sector pressures and priorities |
| Experience   * Experience of operational management, policy development or project management in a local authority, major independent service organisation or equivalent. * Experience of change / project management resulting in measurable service improvements in a highly changeable and demanding in a public sector environment. * Experience of the management of resources in a changing organisational environment, including human and financial resources. * Experience of strategic planning and policy formulation and implementation. * Experience of information analysis, interpretation and management. * Demonstrable track record of leading, matrix managing and inspiring teams to deliver high levels of performance * Experience of developing and maintaining effective external partnerships * Experience of information analysis and business improvement planning * Experience of writing and presenting proposals to senior staff | * Experience of delivering business process redesign using LEAN or similar methodologies. * Experience of working with or within a local transport authority or transport operator |
| Occupational Skills   * Leadership and management skills with ability to influence staff and peers. * Good political awareness and ability to demonstrate sensitivity to different needs of key Council stakeholders. * Flexible approach with the ability to respond effectively to changing circumstances, without losing focus or direction * Ability to demonstrate critical awareness, analytical and problem solving skills. * Ability to manage own workload and prioritise effectively. * Persuading, influencing and negotiating skills – Uses a range of techniques to successfully persuade, influence and/or negotiate with others in a range of situations * Problem solving skills – takes responsibility for and produces a range of solutions to problems * Analytical skills – Analyses information from a range of sources, probing for further information or a greater understanding when necessary * Written communication skills – Presents/records difficult information in an accessible format suitable for a varied audience, reviews and measures the effectiveness of existing communications * ICT Skills – Good level of ICT skills across a range of office packages |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Educated to degree level or demonstrable equivalent experience * Evidence of ongoing commitment to CPD | * Professional qualification or post graduate qualification in relevant area * Project management qualification (PRINCE2, APM or similar) or significant experience of using structured project management methodologies |
| Other Requirements   * Ability to travel for work purposes. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.