

## ROLE PROFILE

<b>Job family</b>	<b>Manager</b>	<b>Role profile number</b>	<b>MA13-2130</b>	<b>Grade M</b>
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**Job purpose:** To manage a team responsible for delivering a service.

Grade M posts focus on the full management of a team of staff and are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 in management or equivalent experience such as the Wiltshire Leadership Programme Level 2
Knowledge and Skills	Experience of managing, motivating and developing a diverse team of staff Experience of managing staffing budgets Significant relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Lead research and development of systems, policies, procedures and / or standards within specialist area

	Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.
Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, partner organisations and suppliers. Will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>Lead initiatives to design and deliver improvements.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	National Bus Strategy Manger	
<b>Role profile family:</b>	Regulation & Technical	
<b>Role profile number and grade:</b>	MA13 - 2130	Grade M
<b>Number of posts:</b>	1	
<b>Service/Team:</b>	Passenger Transport	
<b>Reports to:</b>	Head of Service, Passenger Transport	

### Job Family overview

#### Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

### Service / function Context

The overall responsibilities of the service/function are:

The Passenger Transport Unit (PTU) has an annual budget of £32.5 million, the majority of which is procurable spend.

This budget is used to provide transport services for the following areas:

- Transport for 7,000 pupils to mainstream schools.
- Transport for 1,400 pupils with special educational needs.
- Transport for social care purposes on behalf of both adult and children departments.

- Support the commercial bus network through tendered bus services.
- Support and advice to community transport groups.
- Administration of the Council's Concessionary Fares Scheme.

The National Bus Strategy marks a significant change in the status of the bus in local and national government policy. It requires local authorities to work with their bus companies, stake holders, passenger groups, businesses and across council departments to make the bus the centre of thinking and to drive improvements in the bus network, bus journey times, modal connectivity, awareness and, in turn, increase passenger numbers. This is an opportunity to make a real difference to the lives of people in Wiltshire.

## Job Purpose

To implement and be responsible for Wiltshire's Bus Service Improvement Plan (BSIP) and Enhanced Partnership (EP) Scheme and Plans as defined by the National Bus Strategy to maximise passenger growth by public transport and ensure that Wiltshire has the highest growth in passenger managers, per head of population, when benchmarked against other similar authorities by 2025.

Specific duties and responsibilities include:

- To be responsible for the coordination and preparation of the Council's response to the National Bus Strategy, providing close and ongoing liaison with stakeholders and senior management.
- To be creative in securing funding outside of the normal revenue budget for public transport to deliver enhancements to the public transport offer.
- To be responsible for the overall marketing approach of public transport, working in partnership with bus operators, through the EP, to ensure an effective and planned marketing strategy is introduced.
- To be responsible for (as well as curating and managing the reporting of) the various grants awarded via the governments Bus Back Better initiative and ensure compliance with the grant schemes, this requires understanding the grant conditions in detail, interpreting them to their full potential. These reports will be presented to the Head of Service, Directors and elected members and will run into the millions of pounds.
- To be creative and innovative in ensuring that the ambitions of the BSIP are delivered through the EP process, ensuring that aspirational targets set are met. This maybe through the proposal of a new ticketing a fares policy, which will be the most changing area for the EP, through negotiation and the presentation of viable, yet to be determined, options.

- To lead on meetings involving bus operators, internal officers and key stakeholders as required under the EP process.
- To be responsible for compiling reports and presenting them, to ensure that the Head of Service, Directors, and elected members are kept informed upon the progress of the Councils EP and BSIP.
- Work with the Bus Network Manager to ensure operational issues are considered in the development of public transport through the BSIP and EP and monitor and develop appropriate KPI's.
- In order to deliver the aspirations of the BSIP and EP to ensure public transport is significantly more accessible and attractive to the travelling public, work collaboratively and in partnership with bus service operators, people who use the services, local communities and community representative groups, partners (Health) and private and voluntary sector organisations to:
  - develop options
  - design business cases
  - plan and implement preferred option(s)
- Ensure effective passenger focus groups are established and develop agreements and protocols with any such groups.
- Manage **complicated** multi-discipline projects to include teams of council staff along with staff from other partner organisations. This could be determining how best to support the decarbonisation of the Wiltshire bus fleet, the introduction of a common bus fare policy across multiple operators and the implementation and rollout of bus related infrastructure. All of these projects will require significant levels of diplomacy, subject knowledge and political awareness.
- Interpret, and present information and advice to the Council on Government transport policies, legislation, circulars, and other transport initiatives and make recommendation.
- Prepare and present findings from research and other information for public consultation and be responsible for the entire consultation process.
- Responsible for updating the BSIP and EP and its overall contribution to the wider Local Transport Plan.
- Responsible for the management and reporting of Wiltshire Councils Public Transport Section 106 Monies.

Specific requirements for this post:

- N/A

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- Educated to degree level in a transport related subject, or a member of the Chartered Institute of Logistics and Transport, or demonstrable equivalent experience.
- Significant knowledge of passenger transport regulations and legislative framework affecting commercial bus operations together with knowledge of current transport industry issues. Will be the organisational expert for the national bus strategy.
- Have strong diplomatic and negotiation skills.
- Ability to contribute to the development of policies and practices. Significant knowledge of project / change management principles and practices. Excellent planning and organisation skills, to manage a range of complex activities and to achieve given targets and objectives.
- Excellent ICT skills including the use of Microsoft applications particularly PowerPoint and Excel.
- Ability to quickly learn how to use new computer systems.
- Able to establish and maintain contacts with people at a technical level in other organisations and within Wiltshire Council.
- Excellent communication skills, able to present effectively and confidently with Public Transport Users, Town and Parish Councils, bus operators, suppliers and other local authorities as well as internal stakeholders A proven ability to engage and influence in complex situations.
- Advanced research, investigative and analysis skills demonstrating evidence of the ability to identify and diagnose complex problems/issues and develop innovative solutions.
- Demonstrable experience of working in past project management roles.
- Ability to travel for work purposes.
- Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.

## Desirable

- A knowledge of the geography of Wiltshire.
- Experience of working with or within a local transport authority or transport operator.
- Experience of strategic planning and policy formulation and implementation.
- Project management qualification (PRINCE2, APM or similar) or significant experience of using structured project management methodologies.
- A background in marketing and communications, data analysis and community involvement.

## Career graded posts

This post does not form part of a career grade.

## Supporting information

### Driving classification

#### Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

#### Regular Driver

Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.

#### Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

Employees should refer to the Corporate Driving at Work policy for further information.

### Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9



Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

<b>Political restriction</b>	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

<b>Professional fees and related occupational costs</b>	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

<b>Clearances – Disclosure &amp; Barring Service (DBS)</b>	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>



The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>

<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
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