



ROLE DESCRIPTION

Job Title	Head of Network Performance
Salary Band	SCP 61-63
Reporting to	Director of Transport
Directorate	Place
Service Area and sub area	Transport
Political Restriction	This post is politically restricted

<p>1. Primary Purpose of the Post</p> <ul style="list-style-type: none"> • Support the Director of Transport in delivering LCRCA’s vision of an integrated transport network which is safe, affordable and accessible and in line with our economic, environmental and social inclusion goals. • To lead and manage the delivery of the bus and rail services, providing strategic and operational direction, driving consistent and high performance and ensuring service delivery via effective contractual arrangements and commercial management techniques. • To promote innovation, integration and efficiency in the delivery of the public transport network across the Liverpool City Region. • To ensure there is a relentless focus on the accessibility, reliability, punctuality and quality of public transport services. • Be a proactive, collaborative member of the LCR Combined Authority Senior Leadership Team.
<p>2. Your responsibilities</p> <ul style="list-style-type: none"> • Implement plans and strategies focused on the integrated delivery, improvement, management and performance of multi-modal transport services to ensure the ongoing provision of accessible, inclusive and high-quality services that fully meet the needs of the Liverpool City Region’s residents, businesses and public authorities. • Lead operational teams across bus operations, rail operations, network performance and special events, managing resourcing and resolving complex operational issues • Set and maintain the operational direction for the network based on the organisation’s requirements • Provide tactical advice to contract providers and partners to ensure the effective management of services delivered through partnership or commissioned arrangements so that the highest possible levels of service quality are upheld.



- Lead and manage all aspects of the Bus Service functions by providing strategic direction and ensuring a customer focused service through effective contractual arrangements and commercial management techniques.
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- Lead and manage the effective delivery of rail services under the Merseyrail concession agreement to ensure a resilient, accessible and reliable public transport offer to passengers whilst delivering best value for money for the Liverpool City Region.
- Lead the operational relationships with a range of external stakeholders and partners to ensure that the Liverpool City Region's transport network is underpinned by high performing infrastructure and service levels, maximising the influence of the LCRCA and to resolve high risk and complex issues.
- Lead the effective delivery of a resilient transport network during major planned and disruptive events.
- Lead the development, alignment and execution of performance analysis, improvement plans and any form of remedial planning to drive the delivery of a high performing integrated transport network.
- Implement and oversee performance regimes as defined by current contracts and develop new approaches, with particular regard to setting KPIs and effectively monitoring performance against those.
- Provide accurate, informed and concise reporting to internal and external audiences as required.
- Oversee the delivery of network integration including timetabling, information and facilities to ensure a fully integrated public transport system across the LCR
- Ensure appropriate involvement and engagement takes place during special event planning and major planning consultations/initiatives to ensure the LCR Transport network's best interests are represented.

3. General Senior Leadership Responsibilities

- Effective leadership and management of staff within a Service/group of functions encouraging a continuous improvement ethos to develop outstanding services/functions, where VFM (value for money) is delivered and where innovation can flourish.
- Foster a positive working and learning environment, ensuring effective team leadership which champions and encourages display of organisational behaviours and fosters good working relationships.
- Ensure effective performance management, actively engaging with Combined Authority's performance management framework, delivering all personal and Service performance targets as agreed, managing identified risks, and contributing to the management of Directorate and Corporate risks.



- Demonstrate the Combined Authority's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken; promoting full consideration of equality impacts of decisions on all Protected Characteristics. Advance non-discriminatory practices in all aspects of work undertaken
- Share and communicate a clear understanding of the Combined Authority priorities across the Directorate
- Ensure compliance with legislation and Combined Authority policies and procedures in relation to governance including supporting the scrutiny process and the completion of the annual governance statement
- Comply with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority
- Display organisational behaviours of LCR First, Respect and Action Focus encouraging others to do likewise and role model the leadership expectations outlined in the Combined Authority Leadership Charter to inspire and empower the wider Combined Authority team
- Establish effective relationships and collaboration with constituent local authorities/bodies to support long term ambition and delivery of the Combined Authority Corporate plan
- Ensure the development, provision and analysis of high-quality management information and documentation that is timely, accurate and meaningful
- Embed a culture that places customers first, adopts a can-do approach and focuses on communities and working locally
- Work with public and other relevant bodies to support LCR's communities, through services and activities which address local concerns and foster social capital and resilient communities
- Promote the work of the Combined Authority and LCR locally and nationally, championing local decision making and 'Devolution by Default'
- Be responsible for the wellbeing and health and safety of staff in line with organisational policies and guidance around attendance at work and health and safety
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

5. Recruitment Plan

Competency Based Interview
Psychometric Testing
Assessment



**LIVERPOOL
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COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

Key words:

Terms candidates may search to find this job online

Head of Network Performance

PERSON SPECIFICATION

Job Title: Head of Network Performance

Qualifications and Training	E = Essential D = Desirable
A relevant degree, qualifications and/or significant relevant Transport experience; and membership of (or eligibility to join) a recognised, relevant professional body	E
Evidence and commitment to continuous personal and professional development.	D

Experience and knowledge	E = Essential D = Desirable
Significant relevant and related experience at an Executive or Senior leadership team level within a transport or logistics operator and/or transport authority	E
Extensive experience of working within a political environment including advising and briefing politicians	E
Significant, demonstrable experience in a senior leadership role responsible for operational standards and performance	E
Experience of using financial and commercial awareness and the ability to analyse complex information to deliver objectives	D
Strong commercial experience in managing or delivering high-value contracts	D
Experience of delivering high quality services	D
Proven record of developing and utilising links with Stakeholders/Partners at a senior level	D

Skills and abilities	E = Essential D = Desirable
Ability to lead, inspire and motivate others within a culture of proactive service delivery and continuous improvement	E



Highly developed influencing and persuasion skills with a determination to deliver	E
Ability to develop and maintain effective working relationships with integrity, credibility and influence with national and local politicians, civil servants, officers, and other key stakeholders	E
Able to deliver and lead others, prioritising, competing demands to meet deadlines	E
Positive, flexible, responsive, dynamic and creative approach to problem solving, encouraging ideas from across teams, working around constraints and challenges to translate ideas into practice	E
Highly developed written and oral presentation skills with ability to present complex ideas in a clear and comprehensible way. Significant experience of presenting to Board or Executive Team level	E
Ability to negotiate, influence and give advice to politicians, senior managers and partner organisations	E

Personal Attributes and Commitment	E = Essential D = Desirable
An understanding of and a personal commitment to the Vision and Aims of LCR Combined Authority	E
A commitment to providing a high-quality customer service and ensuring service standards are met	E
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	E
Flexible approach to working hours and willingness to work flexibly as and when required	E
Quality, time management and organisational skills	E
Ability to attend meetings across and outside the City Region	E
Knowledge of the key issues facing a City Region	D



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