

## **ROLE DESCRIPTION**

<b>Job Title</b>	Contracts and Payments Manager
<b>Salary Band</b>	SCP 33-36
<b>Reporting to</b>	Bus Operations Manager
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Transport
<b>Team</b>	Network Performance
<b>Political Restriction</b>	N/A

<b>1. Primary Purpose of the Post</b>
<p>Reporting to the Bus Operations Manager and supporting the Rail Operations Manager, this role manages all aspects of the contract management and payment provision of the Network Performance Team. Working initially with the Franchising team, this role will have full responsibility for ensuring the contract management system for bus franchising is fully embedded with the wider contract management team and that staff development and training is provided.</p> <p>The postholder will collaborate with other members of the transport directorate together with local authority colleagues to help deliver our Metro network. The post-holder will, at times be expected to join meetings with suppliers and operators.</p> <p>They will monitor and act on information to ensure transport operators meet service level conditions, are paid accurately and on time, and will ensure the contract management system is updated in respect of the performance incentive regimes for the franchised network.</p> <p>Managing a team of people within the contract management function, the postholder will have oversight of the accuracy of payments and processes with the team and will ensure payments are made to operators in line with Franchise agreements. The role will have full oversight of the contract management system and work to develop new systems and processes</p> <p>As a member of our integrated multi-modal Transport Team, you will be customer focused, collaborative, and act with urgency to help deliver a world-class transport offering To residents in the Liverpool City Region.</p>
<b>2. Your responsibilities</b>
<ul style="list-style-type: none"> <li>• Embed the systems and processes required to ensure contractual payments are made to operators, overseeing training and induction to the wider team of the contract management system.</li> <li>• Work with the Bus Franchising Team to ensure a regulated transition to a BAU state.</li> <li>• Forecast and manage budgets for all franchised and in the interim, supported bus services, including cross-boundary services.</li> <li>• Validate accurate contract payments to operators.</li> </ul>

- Manage and co-ordinate any contract variations
- Monitor contract performance, holding review meetings with the Bus and Rail Operations Manager's.
- Work with the Network Performance and Integration Manager to develop and monitor systems that enable robust oversight of the performance, in terms of passenger numbers and revenue of individual bus routes across the network,
- Oversee governance, audit processes, risk management, and business continuity.
- Ensure high data management standards and take action where necessary.
- Supervise a small team and manage associated workloads.
- Play a key role in contract procurement, tender evaluation, and award.
- Manage resources effectively, including staff and contracts.
- Produce detailed performance reports for monthly meetings.
- Oversee financial management, including budget forecasting and financial system accuracy.
- Ensure leased equipment functions correctly and maintain data feeds from suppliers.
- Collaborate with colleagues across Transport to improve network efficiencies.
- Maintain in-depth knowledge of Conditions of Contract, Franchise agreements and the performance incentive regimes, highlighting areas for review.
- Share best practices with team members.
- Provide effective leadership to support the delivery of service excellence in order to achieve the outcomes of Transport Service Plans and in turn the Corporate Plan and other associated objectives.
- Develop and promote a positive working environment through appropriate delegation, mentoring and coaching of staff through the identification of learning and development needs of the teams.
- Effective recruitment and selection of staff adhering to the LCRCA's recruitment policies and procedures.
- Proactive people management, managing the individual in the most effective way to get the best outcomes from the person and their work.
- Promote full consideration of the equality impacts of decisions on the full range of Protected Characteristics and be committed to equal opportunities by promoting non-discriminatory practices in all aspects of role.

### **3. General Corporate Responsibilities**

- Collaborate with other departments, the wider organisation, and 3rd party suppliers, balancing their priorities with workload management.
- Supervise and manage teams by communicating the Corporate Plan and supporting them in delivering it.
- Model and promote adherence to LCRCA values, encouraging appropriate behaviours.
- Embed a customer-first culture with a can-do approach, focusing on communities.
- Work with public and relevant bodies to support LCR's communities, addressing local concerns, tackling inequality, and improving life chances for residents.
- Participate in training and development, using learning opportunities to enhance personal and professional skills.
- Commitment to continual personal development
- 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

- All members of the Transport Team are expected to work collaboratively across all four service areas within the Team and, when required, undertake additional duties to ensure exceptional quality and delivery.

#### **4. Recruitment Plan**

Competency Based Interview  
Assessment

## PERSON SPECIFICATION

**Job Title:** Contracts and Payments Manager.

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
A relevant degree, transport qualification or equivalent professional attainment/membership – to demonstrate sufficient knowledge and professionalism to supervise a multi-disciplinary Transport team.	E	A
Experience and knowledge	E = Essential D = Desirable	Identified By
Extensive experience of public service delivery at a management level, supported by technical practical experience from the Transport sector.	E	A, I, P
Detailed knowledge of Transport Operator working environment.	D	A, I, P
Knowledge of the public transport industry.	D	A,I,P
Knowledge of the public transport network in the Liverpool City Region	D	A,I,P
Knowledge of public transport regulatory legislation and government policy.	D	A,I
ICT literate to a high standard including Microsoft office suite	E	A,I
Track record of developing and implementing ICT solutions to optimise service efficiency. (i.e., creation of management systems).	E	A,I
Knowledge of the key issues facing a City Region.	D	A,I
Commercial awareness within the public transport sector.	D	A,I
Extensive experience of managing budgets in line with regulations whilst ensuring best value.	E	A,I
Extensive experience of procuring services from tender design, through to procurement, evaluation, contract award and contract management.	E	A,I



<b>Skills and abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Programme and project management skills.	<b>D</b>	<b>A,I</b>
Ability to build and manage robust and effective relationships with stakeholders.	<b>E</b>	<b>A,I</b>
Ability to supervise and motivate teams of staff, to lead on recruitment and selection, staff welfare, proactive absence management.	<b>E</b>	<b>A,I</b>
Ability to work collaboratively both internally and with external partners including political stakeholders.	<b>D</b>	<b>A,I</b>
Ability to work under pressure	<b>E</b>	<b>A,I</b>
High level of skill in analytical thinking to support effective decision making.	<b>D</b>	<b>A,I</b>
Highly developed written and oral presentation skills with ability to present complex ideas in a clear and understandable way	<b>E</b>	<b>A,I</b>
Evidence of quality, time management and organisational skills, including prioritisation and delegation.	<b>E</b>	<b>A,I</b>

<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Determination to deliver.	<b>E</b>	<b>A,I</b>
Commitment to continuing professional development.	<b>E</b>	<b>A,I</b>
A commitment to providing a high-quality customer service and ensuring service standards are met.	<b>E</b>	<b>A,I</b>
Commitment to and understanding of equal opportunities	<b>E</b>	<b>A,I</b>
Commitment to continuous improvement.	<b>E</b>	<b>A,I</b>
Willingness to work flexibly as and when required.	<b>E</b>	<b>A,I</b>
Ability to attend meetings inside and outside the City Region as and when required.	<b>E</b>	<b>A,I</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
An understanding of and a personal commitment to the Vision and Aims of LCRCA.	<b>E</b>	<b>A,I</b>
Commitment to follow and amplify the LCRCA agreed behaviours of LCR First, Respect and Action	<b>E</b>	<b>A,I</b>

### **Key to Assessment Methods:**

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment



**LIVERPOOL  
CITY REGION**  
COMBINED AUTHORITY

**METROMAYOR**  
LIVERPOOL CITY REGION