

ROLE DESCRIPTION

Job Title	Principal Highways and Bus Stop Infrastructure Officer
Salary Band	SCP 33-36
Reporting to	Infrastructure Manager
Directorate	Place
Service Area and sub area	Transport Infrastructure Programmes
Team	Infrastructure
Political Restriction	None

1. Primary Purpose of the Post
Reporting to the Infrastructure Manager, this post holder will be responsible for leading a team to manage bus stop infrastructure across the LCR (Liverpool City Region) and including delivery of specific elements (bus stop infrastructure related) of the Combined Authority's capital programme. The role (and any projects) will be predominantly (but not exclusively) highway related in nature with an emphasis on bus travel and primarily focussed on supporting delivery of the Combined Authority Corporate Plan and agenda around reforming bus travel (franchising). Chief amongst the key responsibilities will be the management of the contract to supply and maintain all of the bus stop infrastructure across the LCR, which includes an advertising element. The postholder will also act as representative for all capital matters associated with the Advertising, Supply and Maintenance, bus stops and shelter agreement. The Agreement is to supply, clean, maintain and repair all Merseytravel's on-street bus stop shelters and flagpoles. The postholder is responsible for ensuring the authority derives excellent value within the agreement, resolution of contractual issues, being a conduit between stakeholder and clients, contractual performance, production of reports, good governance and a sound understanding of the legal agreement. The postholder will also be responsible for overseeing, leading (sometimes in the form of technical leadership) and managing the delivery of various transport infrastructure related projects for client departments within Merseytravel and the Combined Authority. Projects will be predominantly highway/bus stops related. In all aspects the post holder will be expected to ensure delivery is on time, within budget and conforms to all relevant specifications and strategies including health and safety working practices, and environmental considerations. The post holder may at times be required to deputise as appropriate for the Infrastructure Manager, and work across other departmental functions dependent on changing organisational priorities.
2. Your responsibilities
Operational and Contract Management

- Oversee contract management of the advertising bus stop and shelter, supply and maintenance agreement.
- Take responsibility for overseeing the delivery and maintenance of an accurate and up to date bus stop and shelter asset register
- Manage and ensure stops and shelters inspections are undertaken in line with agreed KPI's
- Take responsibility for overseeing officers in processing, investigating, and responding to, comments and complaints from customers, or questions from Elected Members, MPs, or other officers, regarding the provision, use, and selection, of bus stop infrastructure, using various methods of communication, especially the LCRCA Customer Relations' Management (CRM)/ Sunrise electronic system.
- Oversee and lead on the bus stop suspension process and associated tasks including decision making for the team.

Project Delivery

- In collaboration with client departments, lead, plan and manage delivery of appropriate and agreed capital bus stop infrastructure projects.
- Applying effective measurement, monitoring and review processes to all projects being delivered.
- Applying effective financial/budgetary control within areas of responsibility and managing complex budgets within projects to deliver required outcomes.
- In collaboration with the Forward Planning team, oversee implementation of agreed enhancements to stops and shelter infrastructure as part of schemes led by third parties (Local Highway Authorities and developers). At all times, ensure enhancements are accessible for all and in line with corporate priorities for enhancing the bus network alongside bus franchising.

Stakeholder Liaison

- Lead on all liaison with the organisations advertising stops and shelter contractor and partner, including organising and chairing monthly liaison meetings.
- Develop effective networking to manage the day-to-day relationships with colleagues, partners, and stakeholders, especially with Transport colleagues, and the bus stop and shelter supply and maintenance provider.
- Working with client departments, liaise with partner authorities across the City Region (principally the six LCR highway and planning authorities) and others as required.
- Delivering relevant outcomes/outputs in accordance with internal briefs and other project requirements from key clients to ensure maximum levels of customer satisfaction.
- Delivering robust, informed formal and informal advice to the Infrastructure Manager as required through briefings, reports etc.
- Working as part of an integrated resource, within a multi discipline team, may at times involve acting as a representative for LCRCA at public meetings and site meetings, to agree works and a way forward.

Resource Management

- Supervising staff members.
- To assist with the inspiration and motivation of members of the team to ensure maximum performance is delivered on an individual and team basis, with targets achieved and client requirements met.

- Assist in resolving issues, direct and develop staff.
- Management of and liaison with contractors

Team performance

- Overseeing Individual Performance Plans linked to Service and Corporate Plans. Ensuring plans are developed and monitored for each team member and supported where appropriate with a training and development programme.
- Ensuring staff are competent in the areas they serve.
- Undertaking proactive absence management and adherence to policy, ensuring appropriate cover is available.

3. General Corporate Responsibilities

Continuous Improvement

- Reviewing and amending your own, and your team's, working methods to identify training needs, improve service and performance and setting standards.
- Providing service delivery data to senior management, internal departments, and external customers, in accordance with deadlines
- Proactive management and maintenance of bus stop infrastructure by applying best practice/ lessons learnt and whole- life value engineering techniques where best value for money is delivered and innovation encouraged.
- Promoting a working environment of openness and transparency

Health & Safety

- Understanding and meeting all health and safety duties and responsibilities
- Ensuring adherence to LCRCA's Health and Safety systems.
- Ensuring risk management is embedded in all work activities with up-to-date risk assessments and control measures being undertaken and maintained by the project teams and communicated to all affected parties.
- Ensuring Health, Safety and Environmental considerations are at the forefront in all aspects of the work
- Appropriate delivery of CDM responsibilities.
- Periodic review of contractor's method statements/risk assessments for the safe delivery of works on site and advise senior management if there are short comings or areas of non- compliance.

Accessibility, Equality, and Sustainability

- Having an appropriate level of knowledge of equality legislation and how it affects your service area.
- Preparation of Equality Impact Assessments
- Promoting equality and diversity by:
 - Recognising and addressing the needs of different customers;
 - Adapting your approach to meet the needs of different customers;
 - Recognising, respecting, and valuing the diversity of your colleagues; and
 - Pro- active adherence to all defined corporate policies.
- Putting the environment and sustainability at the forefront of all activities when working closely with colleagues and partners
- Understanding the impact on the environment and measures to minimise impacts e.g., reduction in CO2 emissions, emerging technology, recycling.



Improving the Liverpool City Region

- Challenge the status quo.
- Review the service you deliver and how you deliver it.
- Identify how works can be done more effectively and efficiently.
- Encourage innovative thinking personally and within the team
- Maintaining focus and commitment through enactment of the organisation's 3 behaviours of Putting the LCR first, Acting with Respect, and Being Action Focused.
- Contributing to and promoting the vision and aims of the LCRCA within the City Region.
- Sharing and communicating a clear understanding of the LCRCA priorities across the department.

4. Recruitment Plan

Candidates will be assessed on the basis of:

- An initial assessment of the application submitted.
- Followed up by a competency-based interview

PERSON SPECIFICATION

Job Title: Principal Highways and Bus Stop Infrastructure Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Educated to Degree level or HND/HNC level in a relevant discipline e.g. Transport Planning, Highways asset management OR, equivalent professional experience of contract management in a highways environment.	E	A
Professional engineer with a commitment to learning and continual professional development	D	A
Membership of a professional body.	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of managing external contractors.	E	A / I
Extensive experience working in a customer-centred role (internal and/ or external customers).	E	A / I
Organisation skills to liaise with client departments, staff, and contractors to carry out works.	E	A / I
Interpersonal, administration, numeracy, literacy, and organisational skills.	E	A / I
Understanding of commercial and financial practices and the importance of delivering value for money for the organisation.	E	A / I
Being commercially aware, must possess the ability to negotiate and deliver commercial contracts and manage external suppliers' delivery and performance to meet their financial, quality and programme management commitments.	E	A / I
Evidence of delivery of capital works programmes.	E	A / I
Conversant with all relevant Health and Safety and Environmental legalisation policy and procedure in highway circumstances.	E	A / I
Conversant with Codes of Practice, and the Equality Act, with demonstrable evidence of application, in highway circumstances	E	A / I

Delivery of projects in a transport related environment e.g. Bus stop infrastructure schemes design and delivery.	D	A / I
Working knowledge of industry contracts, their relevance and suitability.	D	A / I
Experience of procuring external contractors and/or consultants.	D	A / I
Evidence of leading a technical team of staff.	D	A / I
Understanding of public sector commercial, financial and budgetary controls, standing orders, financial and statutory regulations.	D	A / I
Understanding of the Liverpool City Region Combined Authority and its aims and objectives; Corporate Plan; Mayoral Transport Plan etc	D	A / I
Basic understanding of highway law (Highways Act; Spatial Planning; Town & Country Planning Act).	D	A / I
Basic understanding of the bus and rail industries (their organisation, operation and legislation).	D	A / I

Skills and abilities	E = Essential D = Desirable	Identified By
Organisation skills to liaise with client departments, staff and contractors to carry out works.	E	A / I
Computer literate with a high degree of ICT skills	E	A / I

Personal Attributes	E = Essential D = Desirable	Identified By
Approach tasks with enthusiasm and a positive attitude, demonstrating a willingness to tackle challenges	E	A / I
Collaborate effectively with colleagues to foster a supportive team environment and achieve shared goals	E	A / I
Have a passion for Transport Bus Stop Infrastructure and delivery of contracts and programmes of work, resulting in positive impacts for Liverpool City Region residents	E	A / I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion.	E	A / I
Experience of/ability to contribute to a high-performance culture.	E	A / I
Embed LCRCA's behaviours of LCRCA First, Action Focused, and Respect.	E	A / I



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

Key to Assessment Methods:

A - Application
I – Interview