



## **ROLE DESCRIPTION**

<b>Job Title</b>	Senior Highways and Bus Stop Infrastructure Officer
<b>Salary Band</b>	SCP 27-32
<b>Reporting to</b>	Principal Highways and Bus Stop Infrastructure Officer
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Transport Infrastructure Programmes
<b>Team</b>	Infrastructure
<b>Political Restriction</b>	None

### **1. Primary Purpose of the Post**

Reporting to the Principal Highways and Bus Stop Infrastructure Officer, this post holder will be responsible for the supervision, contractual management and maintenance of the organisation's bus stops and shelters throughout the Liverpool City Region, including the cleaning, making safe, dealing with customer/ stakeholder comments and operational decision making that affects the bus stop network to over six thousand items of infrastructure as required in compliance with Chapter 8 of the Traffic Signs Manual and the New Roads and Street Works Act 1991 legislation.

The Post holder will also project manage the delivery of relevant capital programmes associated with bus stop infrastructure which involves the upgrading and renewal of bus stop street furniture, including addressing the aftermath of road traffic collisions. Also, to assist with the delivery of other major bus infrastructure works and initiatives associated with the move towards a franchised bus network across the Liverpool City Region.

The postholder will act as the lead representative for all operational matters associated with the Advertising Supply and Maintenance Street Furniture Contract. The contract is to supply, clean, maintain and repair all Merseytravel's on- street bus stop shelters and flagpoles. The postholder is responsible for ensuring 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.

In all aspects the post holder will be expected to ensure delivery is on time, within budget, and conform 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 Principal Officer, and work across other departmental functions dependent on changing organisational priorities.



## 2. Your responsibilities

### Operational Management & Project Delivery

- Supervising 2 staff members, and offering technical advice
- Day to day contract management of the Advertising Supply and Maintenance Street Furniture Contract.
- Arrange, plan, and lead, stops and shelter joint inspections at ~20 per month with the bus stop and shelter “supply- clean- maintain- repair” provider.
- Arrange, plan, and lead, stops and shelter supervisor random reviews, at up to 50 sites per month across the city region.
- Arrange, plan, and lead, stops and shelter ad- hoc inspections e.g., targeted visits just after scheduled cleansing should have occurred or following any other highlighted issues across the network.
- Using the data from the random reviews and inspections, produce an operational report, relating to the bus stop and shelter maintenance provider’s performance for each monthly liaison meeting.
- Provide information and data analysis in relation to bus stop and shelter infrastructure upon request.
- Deal with daily email and phone enquiries in relation to bus stop infrastructure, including damage via both the “report it and fix it” system, and LCRCA colleagues, and to ensure that instructions are issued so that the contractor can repair the damage promptly, thereby ensuring minimum disruption and optimum availability of each asset.
- 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.
- Alongside the Principal Officer, oversee and lead on the bus stop suspension process and associated tasks including decision making for the team, providing support, issue resolution with contractors and occasionally processing applications.
- Preparing and inputting data, received from the Network Performance street inspections, detailing bus stop and shelter maintenance and cleansing that is required.
- Provide training and technical guidance for the Network Performance team in relation to on-street bus stop infrastructure inspections.
- Managing and updating the bus stop and shelter asset register highlighting infrastructure changes and any operational changes, including conversion of shelters from glass to polycarbonate, presence or not of power supply, etc. (Includes, compiling, managing, and updating all photographic records)
- Coordinating, researching, and assembling the correct data, from several sources, to enable new or replacement bus stop flags to be ordered and manufactured including stop address, buses towards information, stop IMIS/ PTIS number, and Contractor number.
- Addressing the aftermath of road traffic collisions impacting on bus stop infrastructure. Including making areas safe, liaising with various interested organisations (Police and Highway Authority and Contractor) identifying and ordering new infrastructure.



- Liaise and provide costings for witness statements to the police relating to criminal damage and to attend court as a witness on behalf the LCRCA should the organisation be summoned.
- Take and produce the minutes from the monthly bus stop and shelter maintenance provider liaison meeting and distribute to attendees.
- Ensure that contractors adhere to health, safety, and environmental, policy and procedures.
- Lead, plan and manage the General Bus Stop Improvement Log and attend catch-up meetings with the Client department.
- Manage and delivering the General Bus Stop project works within a pre-determined timescale and with a finite budget, managing recommendations for infrastructure changes submitted by the team, production and upkeep of project paperwork and the following of internal financial governance, conducting of site surveys, risk identification and management, issue management within the designated works.
- Identification of shelter renewals through visual inspections and maintenance records, production and upkeep of project paperwork and the following of internal financial governance, conducting of site surveys, risk identification and management, Issue management within the project life cycle
- Manage and deliver the Shelter Renewals replacement programme within a pre-determined timescale and with a finite budget.
- Apply effective financial/ budgetary control within areas of responsibility and managing budgets within the Shelter renewal and General Bus Stop projects to deliver required outcomes.
- Manage and respond to contractual project delivery issues as they arise, to ensure critical infrastructure is installed or refurbished in accordance with agreed quality standards, on time and within the agreed budget.
- Produce capital funding reports on the progress of assigned projects.
- To assist the Infrastructure Manager and Principal Officer throughout the process of developing a new commission, brief, specification, Key Performance Indicators (KPI), procurement, assessment, and selection of a new contractor to supply, clean, maintain and repair all the LCR/ Merseytravel's on- street bus stop shelters and flagpoles. The maintaining, repairing, and cleansing aspects of the contract will be paid for through advertising on bus shelters on main roads and at other prime sites.

### **Stakeholder Liaison**

- Putting customers (internal and external) at the heart of everything you do.
- Develop effective networking to manage the day-to-day relationships with colleagues, partners, and stakeholders, especially with Bus Services colleagues, and the bus stop and shelter supply- clean- maintain- repair provider.
- Collaborating with Client departments, and partner authorities across the City Region, principally the district officers within the 5 Local Highway Authorities (LHA's), and others as required e.g., bus operators, enforcement agencies, statutory undertakers, Network Rail and Merseyrail.
- Delivering robust, informed formal and informal advice to the Principal Officer and Infrastructure Manager as required through briefings, reports etc.
- Take a lead in effectively planning, organising and co-ordinating internal team members, plus external contractors, to conduct works efficiently.



- To work alongside the I.T. team to ensure the department becomes more modern and digitally enabled by introducing new technology and/ or the gradual automation of manual processes.
- To work alongside the I.T. team to ensure the department becomes more data-driven by linking and bringing on-street bus stop data together in one place, so that it is more useful and helps each team make better decisions.
- Working as part of an integrated resource, within a multi discipline team, may at times involve acting as a representative for Merseytravel at public meetings and site meetings, to agree works and a way forward.

### **Resource Management**

- 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.
- Identifying any problems/issues with the operation/ use of equipment by third parties where necessary e.g., the application of cleaning and repair techniques at bus shelters, including the safety of the general public at all times.
- Effective use of agreed protocols to record contractual and operational issues and ensure incidents are followed up.
- Ensure data/ as-built information is captured and recorded for the effective delivery of ongoing maintenance of the infra- structure, and that updates are recorded in the Asset Register.
- Management of and liaison with contractors
- Management of and liaison with consultants.

### **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 adhering to all health and safety duties and responsibilities in accordance with appropriate policies, guidance, and legislation including Merseytravel's Safety Management System
- To ensure that its work is conducted safely as per the Service Level Agreements.



- 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.
- 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 in Transport and the bus stop and shelter supply-clean-maintain-repair provider.
- 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

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<b>Criteria</b>		
<b>Qualifications and Training</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
A good standard of education from GCSE level, up to and including Apprenticeship / NVQ Level 3 (or equivalent) in a relevant subject alongside demonstrable relevant professional experience. <b>OR</b> Demonstrable and substantial experience in technical and/or engineering matters within a multi-disciplinary environment, with the ability to support the safe, reliable operation and effective use of street furniture and equipment in a highways environment.	E	A
Commitment to learning and continual professional development	E	A
Membership of a professional body.	D	A

<b>Experience and knowledge</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Evidence of promoting a healthy, safe, and environmentally friendly culture.	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
Fully conversant with all Health, Safety, and Environmental legislation, policy and procedures, Codes of Practice, and the Equality Act, with demonstrable evidence of application, in highway circumstances	E	A / I
Working knowledge of industry contracts, their relevance and suitability.	E	A / I
Evidence of delivery of capital works programmes	D	A / I
Understanding of commercial and financial practices and the importance of delivering value for money for the organisation	D	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	D	A / I
Experience of procuring external consultants and/ or contractors.	D	A / I
Evidence of leading a technical team of staff.	D	A / I
Knowledge of highway contracts e.g., NEC and consultancy agreements i.e., ICE conditions of engagement	D	A / I
Understanding of the Liverpool City Region Combined Authority its aims and objectives	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
Understanding of public sector commercial, financial, and budgetary controls, standing orders, financial and statutory regulations	D	A / I
Being aware of issues effecting the organisation such as the Key Route Network and Bus Franchising	D	A / I

<b>Skills and abilities</b>	<b>E = Essential</b> <b>D = Desirable</b>	<b>Identified By</b>
Computer literate and proficient in using Microsoft software such as Word and Excel	E	A / I
An ability to write in a clear and concise manner using ICT to prepare simple reports on specific issues and to reach conclusions.	E	A / I
Full driving licence (manual vehicles).	E	A / I
Ability to use mapping software e.g., GIS, MapInfo and/ or Google maps	D	A / I

<b>Personal Attributes</b>	<b>E = Essential</b> <b>D = Desirable</b>	<b>Identified By</b>
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

**Key to Assessment Methods:**

A - Application	P – Presentation	T - Test
I – Interview	E – Exercise	AC – Assessment