



Job description

Role	Public Transport Network Delivery Planner
Reports to	Public Transport Network Delivery Manager
Directorates	Place and Connectivity
Department	Public Transport
Grade Current Salary Banding (04/24)	Grade 10 ££39,152 - £42,389

Job Purpose

To plan and deliver an effective bus network, via contracted mechanisms and key performance indicators, ensuring effective daily performance of contracts and active monitoring of poor performance for resolution, working collaboratively with private contractors to resolve poor performance.

To prepare and undertake procurement exercises, ensuring documentation and schedules are fit for purpose and achieve the aims of the organisation in relation to bus network service delivery and value for money based on the resources required for service delivery.

To assess, propose and implement opportunities for improvements to the network and service delivery, either via improved performance mechanisms, expansion of the network to new locations and/or the revision of timetables to better suit resident needs.

Key Responsibilities

- Contract Management & Performance Oversight – Ensure effective contract management of the bus network, monitoring performance, enforcing contract terms, and implementing resolutions for poor service delivery.
- Budget & Cost Management – Oversee contract budgets (initially £3-5 million annually, with potential growth under a franchised model), ensuring cost control and enforcing penalties for underperformance.
- Network Planning & Service Improvements – Assess and propose network enhancements, timetable adjustments, and service expansions based on performance data, modeling tools, and passenger needs.
- Performance Monitoring & Reporting – Track service performance against targets, producing clear and actionable reports and dashboards for stakeholders.
- Expert Consultation & Review – Provide specialist advice on bus network reviews, challenging assumptions and collaborating with teams to ensure projects meet time, budget, and quality expectations.
- Project Pipeline & Stakeholder Collaboration – Work cross-functionally to develop and deliver network improvement projects, ensuring consultation and engagement with key stakeholders, including the public.
- Procurement & Contract Management – Plan and oversee procurement exercises, ensuring contracts with external suppliers align with strategic goals and deliver high-quality services.
- Financial & Resource Oversight – Manage resources within budget, ensuring financial controls are in place and providing accurate budget monitoring reports.



- Stakeholder Communication – Maintain clear, timely, and effective communication with internal teams, external partners, and the public regarding bus services and planned improvements.

Person Specification

Qualifications & knowledge

All essential unless indicated otherwise)

- Experience in planning and delivering bus services or comparable transport services, ideally within a franchised/contracted model.
- Strong understanding of contract management principles and performance mechanisms, with the ability to act as a 'critical friend' to contractors.
- Ability to quickly develop knowledge of Department for Transport guidance on bus service delivery and operational models.
- Understanding of transport challenges and opportunities in the Cambridgeshire and Peterborough region.
- Familiarity with UK bus industry regulations and operations. (*Desirable*)
- Awareness of political sensitivities and the impact of policy on transport services.
- Strong analytical thinking, problem-solving, and decision-making skills.
- High-level budget management skills, including monitoring and cost control.
- Excellent IT skills, particularly in Excel, data analysis, monitoring, and reporting.
- Resilience & Problem-Solving – Ability to navigate high-pressure situations and find practical solutions to challenges within a complex contractual and operational environment.
- Policy & Framework Compliance – Understanding of how network planning decisions align with budget cycles, contractual mechanisms, and strategic priorities.

Experience

- Proven experience managing contracts and ensuring service delivery within agreed timescales and budgets.
- Experience in service planning for bus networks, including adapting services based on passenger needs and performance data.
- Strong track record of balancing service quality with commercial and financial constraints.
- Experience handling politically sensitive or high-profile contracts where public scrutiny is a factor.
- Experience negotiating and collaborating with transport providers and external stakeholders.
- Strong background in budget management, including setting, monitoring, and cost control.
- Experience working within a structured performance framework to hold external operators accountable while maintaining positive working relationships.
- Ability to manage competing demands and expectations from political figures, private sector operators, and the public.
- Negotiation & Influence – Ability to persuade and influence bus operators within contractual constraints to drive service improvements.

Behaviours

- Collaboration & Influence – Ability to build and maintain strong relationships with



stakeholders across public and private sectors, influencing decisions and leading discussions.

- Strategic Thinking – Strong critical thinking skills, with the ability to make sound and timely decisions that align with long-term transport strategies.
- Communication & Engagement – Confident communicator, skilled in presenting, negotiating, and shaping discussions with a diverse range of partners and stakeholders.
- Consensus Building – Able to facilitate agreement in a respectful, consistent manner, ensuring all voices are valued and trust is maintained.
- Professionalism & Integrity – Committed to maintaining the highest levels of confidentiality, discretion, and ethical standards in all aspects of the role.