



Job Description

Job Title:	Bus Network Performance Specialist
Directorate/Team:	Integrated Transport Services
Location:	16 Summer Lane
Responsible to:	Bus Network and Performance Manager
Responsible for:	N/A
Key working relationships: (internal)	Bus Team, Integrated Information Team, Operational Asset Team Network Resilience Directorate, Delivery Directorate, Transport Portfolio Teams, Strategic Partnerships and Integration Directorate, Technology and Insight Service Team, Customer Relations Team, Customer Intelligence Team.
Key working relationships: (external)	Bus Operators, Local Highway Authorities, External consultants, Department for Transport and industry partners.

Purpose of the Post

To monitor, analyse and report on the performance of the commercial and supported bus network across the West Midlands, ensuring compliance with the West Midlands Enhanced Partnership and other statutory and voluntary bus partnerships. The post holder will use operational, performance and primary survey data to provide evidence-led insights that support improvements to bus journey times, reliability, punctuality and customer outcomes. The role will work collaboratively with operators, local authorities and internal stakeholders to support performance improvement initiatives, policy development, business cases and investment decisions.

Accountabilities

- Responsible for the collection, analysis, interpretation and reporting of bus network performance data.
- Responsible for monitoring operator compliance with requirements contained within the West Midlands Enhanced Partnership and associated bus partnership arrangements.
- Responsible for producing regular performance reports and intelligence for internal and external stakeholders.
- Accountable for providing evidence-based analysis to support performance improvement interventions and investment decisions.
- Responsible for commissioning, managing and analysing primary data collection and surveys where required.
- Contribute specialist knowledge and analytical expertise to support strategic transport planning, operational performance monitoring and partnership working.

Responsibilities

Strategic

- Support the development, monitoring and evaluation of bus network performance strategies across the West Midlands.
- Provide analytical evidence to support the delivery of objectives contained within the West Midlands Enhanced Partnership and other bus partnership arrangements.
- Support business cases, funding submissions and investment proposals through the provision of robust performance data and analysis.

- Work collaboratively with local authorities and stakeholders to identify opportunities for bus priority measures and network improvements that improve journey times, reliability and punctuality.
- Contribute to the development of performance frameworks, KPIs and reporting methodologies for the bus network.
- Work flexibly and with integrity to meet the needs of the WMCA and TfWM Bus functions.

People

- Develop and maintain effective working relationships with bus operators, local authorities, partnership bodies and internal teams.
- Work closely with the Bus Partnerships and Bus Services Teams to monitor performance outcomes and partnership commitments.
- Attend and positively contribute to meetings, working groups and governance forums including Bus Performance Boards.
- Provide specialist advice, guidance and analytical support to colleagues across TfWM and WMCA.
- Support the management of consultants and external suppliers delivering performance-related projects and studies.

Operational

- Collect, manage, analyse and interpret operational, performance and survey data from a wide range of internal and external sources.
- Use operator systems, TfWM journey time systems and other available datasets to assess network performance.
- Monitor compliance with bus service standards and infrastructure commitments contained within Enhanced Partnership arrangements.
- Produce regular performance reports, dashboards and datasets for internal and external stakeholders.
- Analyse the impact of highway activity, traffic management measures and network changes on bus performance.
- Commission and manage surveys and primary data collection exercises and analyse findings.
- Support timetable reviews and service planning activities through journey time and operational analysis.
- Support monitoring and reporting of subsidised bus service performance where required.
- Respond to requests for operational performance data in accordance with relevant data sharing agreements.
- Maintain accurate records and analytical outputs to support decision making and continuous improvement activities.

Financial

- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
- Support Value for Money assessments and investment decisions through the provision of robust performance analysis.
- Contribute evidence and analysis to support funding bids, business cases and project evaluations.
- Manage and monitor budgets associated with commissioned surveys, data collection and specialist consultancy support where delegated.

Other

- Create and maintain effective working relationships with teams including Integrated Passenger Information, Technology and Insight Services, Operational Assets, Network Resilience and other directorates.
- Ensure compliance with data governance requirements, information sharing agreements and corporate policies.
- Represent the WMCA in a professional manner.
- Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of analysing and interpreting complex datasets from multiple sources.	X		X	X	
Experience of producing reports, dashboards and performance information for a range of audiences.	X		X	X	
Experience of partnership working with multiple stakeholders.	X		X	X	
Experience of bus operations, network or performance management.		X	X	X	
Experience of working with local transport authorities, highway authorities or public transport operators.		X	X	X	
Experience of managing consultants, surveys or commissioned research activities.		X	X	X	
Skills / Knowledge	E	D	A*	I*	T*
Ability to manage time effectively, prioritise tasks and work flexibly to meet deadlines.	X		X	X	
Advanced analytical and problem-solving skills.	X		X	X	
Excellent communication skills.			X	X	
Strong knowledge of spreadsheets, databases and data analysis tools.	X		X	X	
Ability to interpret performance data and present findings clearly.	X		X	X	
Ability to communicate complex technical information to non-technical audiences.	X		X	X	
Strong collaborative skills, with the ability to work effectively across teams and with external partners.	X		X	X	
Understanding of bus operations, bus service regulatory environment, operational performance and service delivery.		X	X	X	
Understanding of transport planning and highway network impacts on bus operations.		X	X	X	
Knowledge of performance reporting, KPI development and monitoring framework.		X	X	X	
Qualification / Education / Training	E	D	A*	I*	T*
Level 4 qualification or equivalent experience.		X	X		
Qualification in Transport Planning, Geography, Data Analysis, Statistics or related discipline.		X	X		
Evidence of continuing professional development.		X	X	X	
Membership of a relevant professional body (e.g. CILT, CIHT, TPS or equivalent).		X	X		

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	‘One Organisation’ Mindset	Believe in each other’s expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☐	Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family