



**West Midlands
Combined Authority**

Job Description

Post Title: Transport Asset Specialist

Directorate: Integrated Transport Services

Reports to: Operational Asset Manager

Direct Reports: 0

Salary Band: 34-38

Key Relationships: Strategic Assets Team, Information Team, Bus Stations Team

Role Purpose

WMCA is committed to building a healthier, happier, better connected and more prosperous West Midlands. This is our vision. Our Values are central to how we work and interact with our wider partners and stakeholders. We encourage our colleagues to

Be Collaborative, Be Innovative, Be Driven and Be Inclusive.

Working in the Operational Asset Team, the Transport Asset Specialist will provide the day-to-day management of TfWM's bus stop, bus stations and Park & Ride asset portfolio. They will work with internal and external stakeholders and contractors to manage and support the safe and secure delivery of TfWM assets.

They will work with the Operational Asset Manager to ensure all TfWM Infrastructure is managed appropriately, to ensure specified service contract standards are delivered and comply with quality, performance and Health & Safety standards.

They will play a critical role in developing capital schemes for TfWM bus stops, bus stations, TICs and park & ride infrastructure and directly manage the implementation of minor schemes.

A key part of the role is auditing standards across the TfWM asset base and management of supply chain partners delivering services relating to TfWM assets.

The Transport Asset Specialist will ultimately support the Operational Asset Manager, in the planning, delivery and maintenance of TfWM infrastructure across the West Midlands geographical area.

Responsibilities

- To provide advice on the maintenance and operational aspects of capital schemes and directly manage the implementation of minor schemes at these locations.
- Deliver public transport and highways infrastructure projects and other schemes as agreed within the West Midlands geographical area.
- Liaison with local authorities, local Councillors, TfWM elected Members, Members of Parliament and other stakeholders as and where required.
- Prioritise and progress works orders in response to reported asset defects and Health & Safety Hazards to assets to minimise liability and sustain a positive corporate image.
- Co-ordinate monitoring of TfWM asset performance
- Manage the handling of customer complaints pertaining to asset standards and condition and, through analysis and development, seek initiatives to deliver measured improvement.
- Work with the supply chain partners to develop opportunities for contract improvement through assessment and reporting of trial programmes.
- Undertake an active role in implementing solutions to issues affecting contract service provision
- Manage the implementation of asset modifications and replacements from client requirements.
- Monitor public, staff and contractor accidents, incidents and near misses on TfWM managed Assets. Produce incident reports and analysis as and when required to feed into the Health & Safety Manager.
- Advise and implement minor improvement schemes for TfWM managed infrastructure.
- Investigate complaints and insurance claims relating to TfWM managed infrastructure.
- Develop systems and processes to deliver measured improvement.
- Assist in developing and implementing monitoring systems in line with the requirements of supply partner contracts identifying Key Performance Indicators within Service Level Agreements.

- Monitor power consumption for TfWM managed assets including unmetered supplies
- Monitor quality and customer satisfaction of TfWM assets as required.
- Maintain a working knowledge of WMCA's Asset Management systems and ensure input and updates as appropriate for TfWM managed bus stop, bus stations, TICs and Park & Ride assets
- To liaise with TfWM's Bus Alliance partners and other stakeholders to implement and maintain functional relationships to support the implementation and management of infrastructure.
- Review and advise on bus infrastructure required across the region and liaise with relevant bus operators, local authority officers, locally elected members and police as appropriate when reviewing locations for existing and proposed bus infrastructure. This includes managing any new requests and appeals to review existing locations.
- Coordinate with highways authorities, scheme promoters, developers, statutory undertakers, or others doing works affecting the highway to understand the impact to TfWM infrastructure.
- Respond to consultations and planning applications where there is an impact on TfWM owned and/or managed infrastructure.
- To investigate and provide committee reports in line with TfWM's policies on any appeals against or requests for new infrastructure including bus stops and shelters.
- To be available on an on-call basis to deal with emergency situations, as appropriate, relating to TfWM assets
- Optimise whole life cost of ownership of operating and maintaining assets
- To comply with all WMCA policies and procedures.
- To promote equality and diversity in all aspects of the role.

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App*	Int**	Other***
Experience of Asset Management	X		*	*	*
Experience of Contract Management	X		*	*	*
Experience of managing the delivery of small-scale infrastructure projects.	X		*	*	*
Experience of supporting the delivery of programmes & projects	X			*	
Experience of CDM and NRSWA		X		*	
Experience of dealing with Network Rail and Train Operating Companies		X		*	

Experience in dealing with and understanding the workings of public and statutory organisations and specifically local transport and highways authorities		X	*	*	
Experience in dealing with and understanding the pressures of event organisers, commercial organisations, infrastructure scheme promoters and developers in the context of schemes and events affecting the highway	X		*	*	
Experience of working directly with elected political representatives and members of the public.		X		*	
Skills/Knowledge/Abilities	E	D	App	Int	Other
An ability to work well under pressure and to manage multiple priorities simultaneously.	X		*	*	*
Good and demonstrable interpersonal, communication and customer service skills and an ability to negotiate and achieve the desired outcome.	X		*	*	*
Knowledge of Industry & Quality Standards for Various Works/Service Contracts	x		*	*	
Ability to produce reports and present data in various formats.	X		*	*	
An understanding of bus operations and experience of work with bus operators		X		*	
Qualifications/ Professional Memberships	E	D	App	Int	Other
Educated to 'A' level standard or equivalent	X		*		
Possess an asset related qualification		x	*		

* Application

** Interview

*** Details will be shared at interview stage

Core Expectations

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 Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident and partner focused.
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.

Health and Safety

All employees have a duty to take reasonable care for the health and safety 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 and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To 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.

Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis