

Job Description

Post Title: Concessions & Fares Delivery

Lead

Directorate: Policy, Strategy & Innovation

Reports to: Fares & Payments Senior Manager

Direct Reports: 0

Salary Band: SP30 to SP34

Key Relationships: *Bus, train and tram operators, internal teams, Department for Transport, Urban Transport Group, and approved consultants.*

Role Purpose

To develop and deliver all concessionary fares schemes for TfWM ensuring that schemes operate within the appropriate legal framework as set out by the Department for Transport, operators receive fair payment for their participation within the concessionary fares schemes and TfWM achieves its concessionary fares policy outcomes. Will also support in the management of TfWM's commercial ticketing schemes, the development and delivery of fares & payments strategies and the ticketing objectives in TfWM's Bus Service Improvement Plan.

Responsibilities

- Responsible for the development and publication of TfWM concessionary fares schemes ensuring full compliance with regulatory requirements.
- Supported by the Fares & Payments Senior Manager, responsible for the analysis, calculation, and negotiation of concessionary fares reimbursement with public transport operators.
- Responsible for providing analysis that will support in the influencing of the DfT as they update concessionary fares guidance.
- Responsible for the correct interpretation and adoption of concessionary fares guidance from the DfT and relevant statutory regulations.
- Responsible for accurate forecasting of concessionary fares reimbursement to support the departmental budgeting process.
- Supported by the Fares & Payments Senior Manager, responsible for managing

operator issues, appeals and legal challenges.

- Responsible for detailed analysis to support concessionary fares reimbursement, forecasting and fraud management.
- Responsible for the development and continuous improvement of KPI and performance management reporting for TfWM's concessionary fares schemes.
- Will support the Fares & Payments Senior Manager and the Fares and Payments Delivery Lead in all aspects of managing TfWM's commercial ticketing schemes and pricing, in developing and delivering the Fares & Payments Strategy and in achieving the ticketing objectives in TfWM's Bus Service Improvement Plan.
- Responsible for undertaking price changes and supporting with managing the fares and payments ticketing database.
- Responsible for answering ticketing, fares, payments, and concessionary queries to support internal and external stakeholders.

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***
Demonstrable experience of developing schemes within strict legal frameworks – ideally within the public transport sector.	X		X	X	
Experience and proven track record for successfully negotiating large financial settlements.	X		X	X	
Experience of using analysis to influence senior stakeholders.	X		X	X	
Experience of interpretation and successful use of complex legal or commercial frameworks.	X		X	X	
Experience of statistical forecasting to deliver accurate budget Predictions.	X		X	X	
Experience of using analysis techniques to identify fraudulent transactions.		X	X	X	
Skills/Knowledge/Abilities	E	D	App	Int	Other
Knowledge of concessionary fares legislation and guidance Frameworks.		X	X	X	
Exceptional negotiation skills.	X		X	X	
Economics or statistics grounding to deliver and validate analysis.	X		X	X	
Influencing skills.	X		X	X	
Qualifications/ Professional Memberships	E	D	App	Int	Other
Educated to degree level		X	X		
Qualification and/or professional membership within the Customer Experience field.		X	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