



Job Description

Job Title:	Operations Manager – Transport Safety Officers
Directorate/Team:	Network Resilience / Safety, Security & Policing
Location:	West Midlands Combined Authority, Birmingham and across the WMCA constituent area
Responsible to:	Security and Policing Manager
Responsible for:	Operational management of the contracted Transport Safety Officers and Transport Safety Officer Supervisor
Key working relationships: (internal)	Security & Policing Team, CCTV Control Room, RTCC, Bus Station Team, Network Resilience Directorate, Event & Emergency Planning Teams, TfWM Drone Network
Key working relationships: (external)	West Midlands Police, British Transport Police, Safer Travel Partnership, National Express, Midland Metro, Rail Operators, Bus Operators, Security Contractors, Community Safety Partnerships

Purpose of the Post

The Operations Manager – Transport Safety Officers is responsible for managing and overseeing all Transport Safety Officer (TSO) activities across the West Midlands transport network, ensuring delivery of the Safer Travel Plan objectives and contributing to a public transport network where passengers are, feel and remain safe.

The postholder will act as the primary operational interface between Transport for West Midlands and the contracted security provider, ensuring effective deployment, performance management, training, governance, and reporting arrangements. The role will support the Security and Policing Manager in delivering strategic safety objectives, reducing crime and anti-social behaviour, and improving passenger confidence across bus, rail and metro services. Particular emphasis will be placed upon supporting initiatives that improve safety for women and girls and ensuring compliance with relevant legislation, accreditation standards, policies, and operational best practice.

Accountabilities (Deliverables)

- Delivery of the operational requirements of the Safer Travel Plan.
- Effective management of the Transport Safety Officer contract and associated supplier relationships.
- Production of deployment plans informed by intelligence and partnership tasking processes.
- Delivery of performance monitoring, evaluation and reporting across TSO operations.
- Effective partnership working with transport operators, police forces and local authority partners.
- Continuous improvement of passenger safety outcomes and perceptions of safety.
- Effective management of operational equipment, technology and associated suppliers.
- Support delivery of Violence Against Women and Girls (VAWG) initiatives and wider transport safety projects.

Responsibilities (Duties)

Strategic

- Develop plans informed by intelligence, operational data and performance information to support delivery of Network Resilience and Safer Travel objectives.
- Support delivery of annual business plan objectives and strategic priorities.

- Contribute to tactical assessments and strategic reporting concerning anti-social behaviour, crime and passenger safety.
- Influence policy and legislative developments through engagement with transport industry partners and groups.
- Support delivery of national recommendations relating to Violence Against Women and Girls in transport environments

People

- Manage the operational relationship with the contracted Transport Safety Officer provider.
- Ensure all TSOs receive appropriate training, development and regular performance discussions.
- Provide advice and support regarding legislation, powers, policies and procedures.
- Support the Security and Policing Manager and deputise as required.
- Foster a high-performing, professional and customer-focused operational culture.

Operational

- Lead the monthly deployment planning process for Transport Safety Officers using intelligence-led tasking principles.
- Ensure patrol activity is focused on improving passenger safety and tackling anti-social behaviour across all transport modes and bus stations.
- Attend police and partnership briefings to exchange intelligence and support informed decision making.
- Lead performance monitoring and reporting to internal and external governance groups.
- Act as the key liaison between the CCTV Control Room, RTCC and Safer Travel teams.
- Support compliance with BS7958 standards and surveillance-related operational requirements.
- Support planned and spontaneous emergency, event and traffic management operations.
- Manage operational equipment performance, maintenance and supplier accountability.
- Identify opportunities to enhance, develop and expand transport safety operations.
- Ensure delivery plans are monitored and completed within agreed timescales.
- Support Community Safety Partnerships to align transport safety activity with local priorities.

Financial

- Monitor contract performance and ensure value for money is achieved from contracted services.
- Support budget monitoring associated with TSO operations and equipment provision.
- Ensure contracted services and suppliers deliver agreed outputs and performance standards.

Other

- Represent WMCA and TfWM at internal and external meetings.
- Produce reports for governance boards, committees and external stakeholders.
- Undertake any additional duties consistent with the level and scope of the post.
- The duties and responsibilities contained within this job description are not exhaustive and may be amended to meet the developing requirements of the organisation.

Person Specification (How Evidenced Key: A = Application, I = Interview, T = Testing/Assessment)						
Requirements Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?			
Experience	E	D	A	I	T	
Experience of developing and maintaining operational plans and strategies	✓		✓	✓		
Experience of working within a multi-agency partnership environment	✓		✓	✓		
Experience of performance monitoring, analysis and reporting	✓		✓	✓		
Experience of contract or supplier management	✓		✓	✓		
Experience of managing teams or contracted personnel		✓	✓	✓		
Experience of implementing new processes and procedures		✓	✓	✓		
Skills / Knowledge	E	D	A	I	T	
Excellent communication and stakeholder engagement skills	✓		✓	✓		
Ability to work under pressure and manage competing priorities	✓		✓	✓		
Knowledge of operational policing and community safety partnerships	✓		✓	✓		
Ability to analyse data and produce performance reports	✓		✓	✓		
Knowledge of public transport operations		✓	✓	✓		
Good working knowledge of Microsoft Excel		✓	✓			
Good working knowledge of Power BI		✓	✓			
Understanding of the Road Traffic Act 1988		✓	✓	✓		
Understanding of the Police Reform Act 2002 and associated accreditation schemes		✓	✓	✓		
Commitment to continuous professional development		✓	✓	✓		
Qualification / Education / Training	E	D	A	I	T	
Ability to obtain and maintain NPPV Level 2 (Abbreviated) clearance	✓		✓			
Relevant security, policing, community safety or transport related qualification		✓	✓			
SIA CCTV Licence		✓	✓			

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 as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality Diversity & Inclusion	Promote and champion equality, diversity, and inclusion 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)		
Yes ☐	No ☒	Yes ☐	No ☒	Standard ☐	Enhanced ☒	None ☐

Job Evaluation Details			
Date Evaluated	Job Family	Level/Grade	JEP Reference
24-08-2026		36-40	