

## ROLE PROFILE

<b>Job Title:</b>	Monitoring and Compliance Team Leader	<b>Job Code:</b>	TS/T14
<b>Department:</b>	Bus Services	<b>Version:</b>	1.1
<b>Reports To:</b>	Personalised Transport Manager	<b>Date Created:</b>	October 2019
<b>No. of direct reports:</b>	7	<b>Member of:</b>	Bus Services Management Team
<b>No of employees in Team:</b>	8	<b>Grade:</b>	H

**Is this a politically restricted Post?** Yes/ No *(\*if yes, see our policy on what this means)*

## ORGANISATIONAL CONTEXT

### Our Vision as an organisation is:

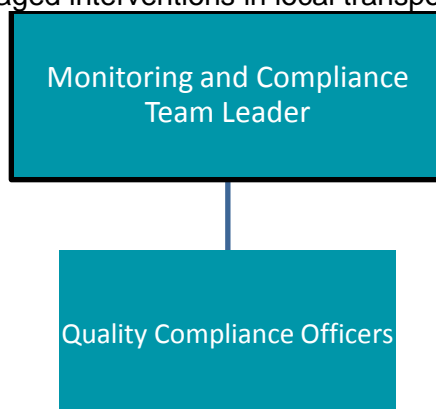
To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

### To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

### Our department contributes to this by:

To ensure cost effective, well managed interventions in local transport services to achieve CA objectives



### Job Overview:

- To process and manage the penalty point scheme for all areas of transport ie Bus, Schools, Special Educational Needs, Accessbus, Bus Station Infringements
- To manage the work of the Quality Compliance Officers distributing work from both internal and external customers.

- © Take a pro-active and corporate approach to leading your team, including participation and delivery of your directorate's objectives.
- © Responsible for demonstrating commitment to corporate processes and ensuring that these are delivered at all times.
- © Be a visible and enthusiastic team leader, encouraging partnership working across the organisation.
- © Motivate your team, taking a positive approach to their development.

## CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.  
These indicate the end result or outputs for which the role holder is responsible.*

### People Management:

- Develop and maintain strong working relationships with Bus, Taxi and Minibus Operators to ensure contracts are operated to the standards required in the CA's Conditions of Contract and Service Level Agreements
- Develop and maintain excellent communications with the Local Authorities, Licensing Authorities and other external bodies to ensure the CA is working to correct legislation in respect of operator, driver and vehicle licensing

- © Encourage partnership working across the organisation and externally.
- © Develop and motivate your team to ensure targets are achieved.
- © Monitor the workflow of the team to deliver a strong performance management culture, where people are accountable for the delivery of results.
- © Encourage the right working environment for your team, with a solid ethic of working towards achievement of our vision, utilising the Combined Authority's policies and procedures.
- © Take a proactive approach to management of change and recruitment processes, contributing during consultation meetings and interviews.
- © Ensure appropriate communication channels are in place and effective between you and your direct reports.
- © Fulfil the HR processes associated with being a team leader, e.g. employee relations and development issues.

### Technical Duties:

- Manage the corporate requirements of the work of the Quality Compliance Officers to ensure acceptable amount of monitoring is collected across Bus, Schools, Special Educational Needs, Accessbus, Bus Station Infringements
- To manage and develop contract compliance procedures for processing and issuing financial penalty points.
- Deal with and make decisions on appeals whether to rescind penalty points arising from monitoring observations
- Ensure accurate records are maintained for bus and taxi operator licenses, insurance documents, Disclosure and Barring Service (DBS) certificates and other related documents.
- Administer the Freight Transport Association contract, liaising with operators on any issues found during vehicle and maintenance inspections and ensuring any defects are rectified.
- Raising of purchase orders and reconciliation of invoices for Bus Services.
- Develop and maintain electronic hand held devices used by Quality Compliance Officers taking a proactive approach to expanding the use of the devices by other departments.
- Produce and analyse statistical data regarding Park and Ride sites and report findings to both internal and external stakeholders
- Contribute to the early/late office cover, handling and resolving urgent operational issues on bus/taxi and Accessbus services, including those with safeguarding and health and safety implications.

- © Typically works on horizons of one year, in line with the objectives set in the business plan.
- © Ensure your team has the right procedures in place to achieve your strategic objectives, developing and amending processes as required.
- © Lead by example on health & safety matters, ensuring compliance with the Combined Authority's health and safety policy.

**Impact & Influence:**

- Continuously develop new systems with particular emphasis on the collection of electronic data.
- Handle and resolve day to day operational issues that both the Quality Compliance Officers.

- © Represent the interests of your team within the context of the wider aims of the Combined Authority both internally and externally.
- © Fosters good working relations across the organisation, building effective team relationships.
- © Use relevant information to influence key customers and stakeholders.
- © Identify and suggest solutions to communication challenges observed within the team.

*The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.*

## THE PERSON

*To be fully successful in the role, we believe the following knowledge, skills and experience are required. When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.*

### Knowledge:

- © Educated to A level/ degree or equivalent relevant education/ experience [delete as appropriate]
- © Practical experience of successfully performing in a similar role.
- © Experience of managing a multi-disciplined team.

- Experience of responding efficiently and clearly to requests from customers and stakeholders.
- Detailed geographical knowledge of West Yorkshire.
- Competent user of MS Office products, particularly Word and Excel
- Consult and negotiate with operators to identify and resolve any areas for service improvement.
- Knowledge of the bus industry and bus/taxi operator licenses.

### People:

- © Experience of prioritising, planning and organising workloads to manage expectations and deadlines.
- © Experience of managing people including appraisals, performance management, disciplinary, recruitment and selection.

- Demonstrates a supportive attitude in assisting others in achieving their results.
- Adapts rapidly to changing situations and priorities and is able to cope with unclear situations.
- Exercises good judgement about when to challenge others.

### Technical:

- © Strong communication skills with the ability to challenge and influence team members.
- © Experience of making compelling business cases/ reports to a range of audiences.

- Proficient in data analysis, interpretation and manipulation.
- Good practical knowledge of bus, taxi and hackney carriage licensing for operators and drivers.
- Excellent time management abilities in order to complete all tasks on time or exceed deadlines.
- Ability to work on own initiative without supervision, structuring work efficiently and prioritising tasks effectively with the ability to reprioritise based on continuously changing or unclear situations.

### Impact & Influence:

- © Experience of conveying information both written and oral in a clearly and concisely.
- © Experience of influencing stakeholders.

## OUR VALUES & BEHAVIOURS

**Championing Our Region | Working Intelligent | Easy to Do Business With |  
Positive About Change | Working Together**

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here.