

**Job Title:** General Manager

**Reports to:** Regional Director

**Location:** Yorkshire Region

### **Basic Purpose of Role**

- To lead and manage CT Plus Yorkshire bus service in a specific market - focused on delivering for customers.
- Oversee local bus operations, engineering and customer service for the Depot within your area of responsibility within your depot.
- To lead our people and deliver the customer service quality and timeliness
- To ensure the highest standards of safety for our customers, staff and the general public.

### **Main Duties**

#### ***Our Customers***

- Lead the delivery of high quality customer service through depots and bus operations under direct line of control.
- Ensure the safety of our customers and staff through complying with rigorous safety standards across the business.
- Control costs and directly contribute to delivering value for money bus services.
- Develop a culture of sustained continuous improvement in customer service delivery at those areas of the business under direct line management control.
- Take ownership for the local bus market and implement the medium to long term plan to increase our passenger journeys and sustainably grow a profitable business.
- Identify and implement new opportunities for improved performance in customer service, safety, efficiency, revenue growth and profitability.
- Ensure compliance with company procedures and with all relevant legislation and regulations.
- Engineering competencies in delivering safe and reliable vehicles, within legislation guidelines

#### ***Our People***

- Create and maintain a culture where employees care and respect each other in an enjoyable, honest, safe, healthy and diverse working environment.
- Ensure our staff are focused on customer service and are trained to the highest standards in safety, security and disability awareness.
- Provide visible leadership for all of our staff working in the local bus businesses.
- Provide direct support to managers, supervisors and operational staff in order to create a customer and people focused culture.
- Work collaboratively with colleagues across HCT Group and the local business.
- Develop and implement local management arrangements to ensure effective control over all aspects of local bus operation, engineering, customer service, safety and compliance with UK Bus policies and procedures.

- Develop and maintain effective working relationships with trade unions and staff representatives.

***Our Partners***

Manage direct suppliers and contractual partners to deliver in line with expected outcomes. Work closely with transport officers from local authorities, local politicians, VOSA, Traffic Commissioner and other key transport and regulatory agencies.

- Ensure effective control over costs and liabilities in the business.
- Ensure effective management of local risk.
- Full responsibility for profit & loss performance for the business area's within your remit.
- Full responsibility for achieving revenue and profit growth targets for the services and networks within your remit.
- Deliver agreed plans and programmes within defined time and budgetary limits.
- Ensure effective contingency plans and mitigations are in place and tested.

**Special Working Conditions**

Deemed to be a "senior manager" under the working time regulations.  
Ability to travel to other Company sites.

**Company Responsibilities**

- Provide accurate feedback on the business to the Regional Director.
- To undertake any additional duties at the request of your line manager, which are deemed to be within your competency.
- To induct, manage and develop any personnel within your responsibility.
- To adhere to all HCT Group policies and procedures.
- To undertake any training and development activities at the request of your line manager.

**Health and Safety Responsibilities**

- To ensure the safety of staff, premises and customers, and spearhead a culture of safety being the Company's number one priority.
- To comply with your responsibilities for Health & Safety outlined in SMT Safety Policy, at all times.
- To ensure compliance with legislation, company policies
- To ensure that risk assessments are carried out for areas and activities under your control, that appropriate control measures are implemented and the assessment communicated to all of those who may be at risk.
- To report incidents, near misses and dangerous occurrences in a timely manner and ensure effective remedial action is taken.
  
- To promote and implement Injury Prevention and safe working practices by means of campaigns / initiatives and to promote a positive attitude to safety through personal leadership.
  
- Where follow-up actions are identified, ensure they are documented and that effective remedial action is taken.

**Environmental Responsibilities**

- To keep up-to-date with key environmental issues and legislation.
- To ensure that all activities at the depot are undertaken in accordance with regulatory requirements.
- To review the most significant environmental risks identified in the environmental risk assessments annually.
- To ensure that depots under your control comply with all relevant legislation and regulations around waste, energy consumption and environmental controls.
- To ensure that training is provided to the relevant member(s) of staff in the depot on waste management and waste record keeping and on the appropriate legislative requirement
- To ensure that all environmental incidents and complaints are reported to the Managing Director.
- To ensure that incidents are fully investigated, causes ascertained and appropriate remedial action taken.
- To ensure that non-conformances identified through the environmental audit process are closed out within the agreed time scales.

**Skills, Experience and Qualifications Required**

- Ability to guide and direct local teams to deliver a cost effective service delivery
- Business acumen
- Financial management
- Computer literacy
- Solution focused
- Negotiation skills
- Influencing skills
- Communication skills
- Knowledge of health & safety legislation
- Knowledge of employment legislation
- Appropriate professional qualification or degree
- Ability to act as the 'Transport Manager' for the company as defined by the Traffic Commissioner. Holding a current operators CPC

**KPI Performance Measures**

- Business Efficiency
- Staff Turnover/Recruitment
- Driver Cost
- Lost mileage
- Punctuality
- Journey cancellation
- Collisions per million miles
- Passenger injuries
- Driver Turnover
- Collisions
- Customer Complaints
- LTI's