

Performance Manager



JOB DESCRIPTION

Salary: Competitive

40 hours per week usually between 07:00 and 19:00 Monday to Friday. Weekend, early morning or evening work may be required. There may be a requirement to cover 24/7 iBUS shifts at the discretion of the management.

The post-holder will initially be based in Ash Grove Depot, London, but could be required to work at other locations within London and the M25 either on a temporary or a permanent basis as required by the company.

Responsible to:

Head of Operations

INTRODUCTION

CT Plus is an award-winning social enterprise, investing profit made from our commercial bus services into community transport services.

Role:

The post holder will ensure budgeted bonuses are achieved by delivering excellent performance on Quality Incentive Contracts operated on behalf of TfL

MAIN DUTIES AND RESPONSIBILITIES

SAFETY

1. To lead by example on all aspects of Health and Safety.
2. To comply with all aspects of the company Safety Policy.
3. To maintain a safe place of work for all employees and others and complete regular planned general inspections to ensure that workplace safety is maintained.

4. To ensure that risk assessments relevant to the role of all operational staff are completed and that appropriate controls are identified and applied.
5. To ensure that appropriate systems for the communication of safety critical information are developed and maintained.

PERFORMANCE

1. To ensure all bus services are regulated in line with performance targets
2. To ensure operations and engineering departments work collaboratively in providing the required level and quality of service to both internal and external customers.
3. To manage and motivate a team of supervisors to deliver excellent on time and EWT performance
4. To manage MTV processes and ensure correct procedures are applied and penalty deductions are minimised
5. To ensure all areas of driver non-compliance are reported promptly and methodically
6. To represent the company at relevant external meetings in a constructive and professional manner.
7. To develop productive internal relationships and in particular ensure that a collaborative approach with colleagues in key business functions
8. To collate and deliver statistics and reports in accordance with set timescales or as requested.
9. To support succession planning by identifying employees with high potential for career progression and CPD opportunities.

FINANCIAL MANAGEMENT

1. Develop, agree, implement and manage operational performance budgets for services in line with Group policies
2. Identify and implement cost saving opportunities that do not compromise service quality and safety

EQUALITY

1. Adherence to and promotion of HCT Group's Equal Opportunities Policy at all times.
2. Keep abreast of best-practice developments within equal opportunities and implement these as required.

OTHER

1. Undertake any other reasonable instruction as required by the company.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. In possession a clean, full (manual) category D PCV driving licence.
2. Proven experience of delivering budgeted QICs bonuses at a Red Bus operator at management level in London
3. A wide knowledge of effective route control techniques and strategies
4. Excellent financial awareness including an ability to transform improvements in route performance into real bonuses
5. A good working knowledge of all relevant legislation and to ensure compliance with Drivers' Hours Regulations, Health and Safety Regulations and all Company policies and procedures.
6. Good knowledge of Bus Industry sector legal requirements relating to vehicles and driving regulations.
7. The ability to work flexibly within deadlines.
8. Ability to manage a diverse workload.
9. Good knowledge of Health & Safety regulations and requirements and in possession of an IOSH or equivalent qualification.
10. A proven track record in delivering services within agreed budgets
11. Excellent administrative and organisational skills and the ability to be accurate and pay attention to detail.
12. Able to develop and produce reports for review by the Head of Operations, Regional Manager and other members of Senior Management
13. Ability to work with colleagues in a collaborative manner.

DESIRABLE CRITERIA

1. In possession of a Management National CPC certificate