



JOB DESCRIPTION

Role	Network Development Planner (Integrated Public Transport)
Reports to	Public Transport Customer Development Manager
Directorate	Place and Connectivity
Department	Public Transport
Grade Current Salary Banding (04/24)	Grade 10 £39,152 - £42,389

Job Purpose

To lead the development, testing and embedding of a joined-up transport approach across the region, ensuring public sector funded transport is planned and delivered in an integrated, efficient and passenger focused way.

To map and analyse currently commissioned transport services (such as non-emergency patient transport, adult social care transport, and home-to-school transport) to inform integration opportunities, service optimisation and more effective allocation of resources.

To collaborate with internal and external stakeholders to build consensus across multiple parties, identifying opportunities to reduce duplication and improve outcomes for passengers.

To manage the budget of multiple funding pots against an agreed programme, working within contractual requirements and reporting programme milestones to wider committees and stakeholders.

Key Responsibilities

- Devise, design and oversee the programme to develop, test and embed a joined-up transport approach across the region, integrating public sector funded transport services to improve efficiency, reduce duplication and enhance the passenger experience.
- Identify, map and analyse existing public sector commissioned transport services (including on demand services), assessing opportunities for alignment, shared resources and coordination, and ensuring findings inform programme design, delivery and future investment decisions.
- Work collaboratively with internal colleagues and a wide range of external stakeholders, including NHS partners, local authorities, education providers, social care services and transport operators, to identify opportunities for service integration and for new models of shared or co-ordinated transport.
- Act as a subject matter expert and offer appropriate and constructive challenge through regular reviews of integrated transport opportunities, working with colleagues and partner organisations to identify barriers, develop solutions and keep workstreams on time, within budget and to agreed quality standards.



Person Specification

QUALIFICATIONS & KNOWLEDGE

All essential unless indicated otherwise

- To have experience of delivering customer experience improvements within a public transport network, ideally through a contracted services mechanism.
- Ability to quickly grow awareness of Department for Transport guidance and findings on 'Total Transport' and best practice related to improving passenger experience.
- Ability to rapidly build understanding of transport opportunities and challenges in the Cambridgeshire and Peterborough region.
- Excellent organisation skills, to plan own time to meet deadlines.
- Ability to monitor and control budgets.
- Excellent IT skills including the use of excel and monitoring and evaluation information.
- Effective use of data collection, analysis, management, and reporting, with particular relevance to tracking information amongst multiple stakeholders.
- Contract management skills, with the ability to understand how contractual performance mechanisms can enable improved performance and how to apply those mechanisms as a 'critical friend' to contractors.
- Analytical thinking: with the ability to pre-empt issues and solve problems in a logical manner.
- Ability to work, influence and collaborate with a wide range of stakeholders.
- Well-developed interpersonal and communication skills: able to form effective relationships with a wide range of stakeholders from public and private sectors at an operational and contractual level.
- Appreciation of UK bus industry.
- Good understanding of political sensitivities.

EXPERIENCE

- Experience of delivering improvements for customers in a public transport environment.
- Experience of gathering and combining evidence and stakeholder insights to recommend and deliver improvements.
- Previous experience of managing budgets for ongoing delivery of contracts, including budget setting and monitoring.
- Experience of collaborating with a wide range of stakeholders to achieve a common goal.



LEADERSHIP BEHAVIOURS

- Strong proven ability to develop effective working relationships with partners/stakeholders, working in collaboration to lead, influence and achieve outcomes.
- Confident communicator, able to present, explain and influence decisions on broad and complex issues with a wide range of partners/stakeholders using appropriate skills including engagement, listening, influencing, shaping, persuading and negotiating.
- Able to develop effective working relationships and partnerships and drive consensus in a respectful and consistent way that builds trust and values the contributions of others.
- Well-developed strategic and critical thinking combined with sound and timely actions and decisions.
- The post-holder is expected to maintain the highest level of confidentiality and discretion at all times during the course of their work.