

Job Description

Post title	Commercial Analyst	
Job Evaluation code	A5034	
Evaluation	516 points	Grade N7
Directorate	Transport	
Team	Enhanced Partnerships	
Reporting to	Bus Network Performance Manager	
Responsible for	Not applicable	

Job Purpose

To undertake high quality analysis of the region's bus network and performance of the various Bus Service Improvement Plan (BSIP) initiatives. To work independently and in collaboration with others to contribute to the identification, development and success of new initiatives delivered by the Enhanced Partnership to improve the region's bus network.

Duties and responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

- To utilise all available data and intelligence relating to the region's commercial bus environment to influence and contribute to the development of future transport strategy.
- Work across the wider Enhanced Partnership team as well as cross-organisation to develop efficient and improved ways of working.
- Undertake regular analysis of market trends and use this insight to develop new/adapt existing initiatives.
- Undertake benchmarking exercises and assist in developing necessary outcomes into strategic initiatives and plans for change that will drive performance within bus contracts.
- To explain and challenge root causes and effects, driving the identification of issues and mitigations to assist in decision-making.
- Methodical analysis of the region's bus network to understand trends and impact of the BSIP interventions.

- Collaborate and develop relationships with a range of organisations which hold regional and transport data, including the Department for Transport, Local Authorities, Nexus, Traffic Accident Data Unit, Transport for the North and Urban Traffic Management Centre, to share and discuss findings.
- Use historic data from bus operators to analyse passenger demand in the bus industry as well as forecasting future patterns of passenger demand. Utilise this data to make recommendations for price and fare revisions.
- Undertake in depth analysis of complex data sets and financial transactions, summarising findings in verbal or written reports, spreadsheets and presentations, to senior management and external stakeholders.
- Production of detailed reports and dashboards to support ticketing, passenger and revenue analysis including performance in relation to KPIs.
- Comprehensive understanding of risk to contribute to updating and reviewing risk assessments.
- Comparison of actual financial performance and adaptations of financial forecasting and summarise findings in written reports and presentations.
- Support the budget holder in accounting for significant expenditure whilst resolving any discrepancies to ensure correct payments are made to partners.
- Keep records and information in compliance with financial regulations and processes in such a way that it can be satisfactorily audited.
- Demonstration of duties as appropriate across the Enhanced Partnership team.

Organisational responsibilities

- **Communication**

We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**

We take responsibility for health, safety and wellbeing in accordance with the North East CA Health and Safety policy and procedures.

- **Performance Management**

We promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are and we use them to anchor all that we do. The North East CA values are:

- Strive for brilliance
- One team
- Drive sustainability
- Make it happen
- Be inclusive

Equalities and Diversity

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**
This post is not subject to a disclosure.
- **Politically restricted**
This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Commercial Analyst Person specification

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> HND or equivalent in a relevant discipline or the equivalent level reached through substantial experience 	<ul style="list-style-type: none"> Evidence of continued professional development.
Experience	<ul style="list-style-type: none"> Previous experience in analysing and interpreting complex data sets on behalf of others. Able to present data analysis in a variety of formats including reports, dashboards and presentations. Sound report writing and business case development aligned with relevant policy. Experience of working with a variety of stakeholders with differing interests and ability to work with commercially sensitive information. Statistical analysis including comprehensive ability to understand and report on trends. Financial modelling and forecasting experience. 	<ul style="list-style-type: none"> Experience of geospatial analysis and presenting information in map form. Experience of report writing in a transport environment.

Skills and Knowledge	<ul style="list-style-type: none">• Basic awareness of the region wide Transport Plan and the Bus Service Improvement Plan (BSIP).• Excellent IT skills including advanced knowledge of Excel.• Excellent verbal and written communication skills.• Well established problem solving and investigative skills with good attention to detail.	<ul style="list-style-type: none">• Familiar with transport industry and environment.• Knowledge and understanding of the transport network in the North East.• Good geographical awareness of the region.
Personal Qualities	<ul style="list-style-type: none">• Ability to demonstrate resilience and work flexibility, adapting to changing priorities.• Able to work on own initiative with minimal supervision and as a member of the team.• Capable of working in a fast moving and changing environment and prioritising workload to meet challenging deadlines.• Professional work attitude and able to maintain confidentiality when working with commercially sensitive information.	