NEXUS

Candidate Pack

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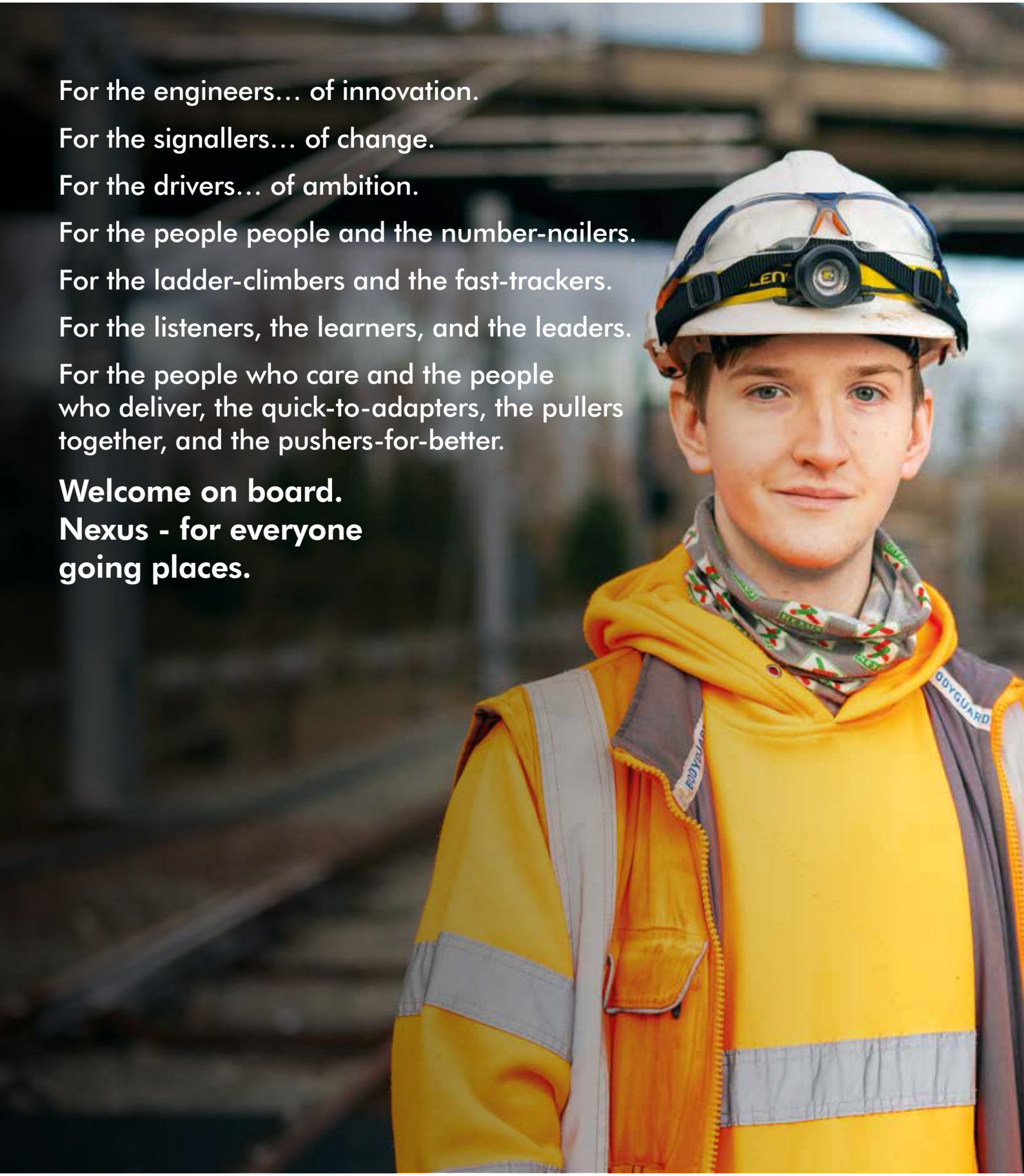
For everyone going places



For the engineers… of innovation.

For the signallers… of change.

For the drivers… of ambition.

For the people people and the number-nailers.

For the ladder-climbers and the fast-trackers.

For the listeners, the learners, and the leaders.

For the people who care and the people who deliver, the quick-to-adapters, the pullers together, and the pushers-for-better.

Welcome on board.
Nexus - for everyone going places.

About us

Our mission statement

Together we make public transport great for our environment, economy and communities.

Nexus is the Tyne and Wear Passenger Transport Executive and the delivery agent for the North East Mayor and the North East Combined Authority.

Employing a team of more than 1,000 passionate people, our mission is to make public transport great for the environment, economy and for local communities. Our main driver is to improve the quality of life and fortunes of everyone in Tyne and Wear by creating better transport networks.

We know that day in, day out, the people of Tyne and Wear rely on our services – whether that's getting people to work, or the kids to school, to a hospital appointment or helping people simply connect with friends and family, our services play a vital role in many people's lives.

We provide, plan and promote public transport to improve the economic prosperity of North East England and the daily lives of the people who live here. We also look to the future, creating the travel networks people will want to use in decades to come.

We have some large-scale strategic projects underway:

- Transitioning to a new Metro fleet - a £362m programme to introduce 46 bespoke new trains delivered by the Swiss train manufacturer, Stadler. These trains mark a step change in customer experience, accessibility and safety and security. The first train entered customer service in 2024, and new trains will continue to enter customer service throughout 2026. The new trains are maintained by Stadler at its new depot in Gosforth, Newcastle, completed in January 2024.
- Metro Go signalling - one of Nexus' biggest projects to date. It will replace our outdated signalling system with a more modern, technologically advanced system, befitting a modern light transit network. The signalling system is an essential and safety critical component of our Metro network, without it, Metro cannot operate.
- Metro to Washington - a 13km extension to the Tyne and Wear Metro system. Part of North East Mayor Kim McGuinness' vision to transform local transport and create an integrated network and increased connectivity. It will use former railway alignments, including part of the Leamside Line, to link existing stations at Pelaw and South Hylton via Washington. The extension will include three new Metro stations at Follingsby, Washington North and Washington South and the aim is to have it operational by 2033.

About us

- Metro Asset Renewal – in partnership with the Department for Transport (DfT), since 2010, we have invested close to £1 billion in renewing ageing pieces of infrastructure. This includes things like track renewal, station refurbishment, bridge repairs, new overhead line fitted and new escalators and lifts. This work continues with a work plan in place up until 2032.
- Smart Ticketing Evolution Programme (STEP) – brings together multiple projects that aim to increase customer satisfaction, utilisation of the latest technology, efficiencies and simplicity and convenience for customers. Projects include: fare simplification; enhancement to ticket vending machines; multimodal price caps; smartcard reader upgrades; extending the mobile solution; and new gatelines providing additional security.
- Shields Ferry landing - the cross-Tyne Shields Ferry service is an iconic part of the communities it serves and provides a vital transport link. Nexus has operated the service since 1972, but the crossing has been in existence for over 800 years. The current North Shields ferry landing structure is in decline. We plan to relocate the landing for the Shields Ferry to a new location on the regenerated North Shields Western Fish Quay. Alongside the landing relocation at North Shields, we are also actively investing in the refurbishment and development of the South Shields landing.
- Bus reform – the election of the North East Mayor gave a strong mandate for bringing the buses back into public control. The North East Combined Authority Cabinet approved the preparation of a Franchising Scheme Assessment (FSA) in July 2024. Should the FSA support franchising, further steps including an independent audit will be necessary. Subject to the outcome, it may be around four years before the first franchised buses enter operation.
- Cultural transformation – our people are key to our success, and we aim to create an engaged, inclusive, agile and unified culture. Our focus is shifting from transport and networks, to prioritising people. Created with colleagues, our approach is defined by our People and Culture Strategy and our Diversity and Inclusion Strategy and focuses on employee voice and engagement, employer branding, enhanced policies and processes and better career pathways and we're making great strides in this regard.

It really is an exciting time to join us. Could you be part of our journey?

Our key activity

Metro

The Tyne and Wear Metro is the UK's busiest light rail system outside London. It carries around 30 million customers a year, and is the backbone of our region's public transport. The system is owned and run by Nexus, and has 60 stations around Tyne and Wear. Metro has led the way in innovation - as the UK's first modern light rail service, the first to be designed to be fully accessible, and the first to be non-smoking.

Since opening in 1980 it has been extended to Newcastle Airport (in 1991), providing a 20-minute link to Newcastle city centre, and then in 2002 through Sunderland city centre to South Hylton. A new train fleet is currently being introduced into customer service.

Bus services

Bus services in Tyne and Wear are provided by private companies in a free market, and these define and operate around 80% of routes without regulation or subsidy. Nexus monitors bus service performance and secures the remaining approximate 20% of routes, around 300 services or parts of services, by subsidy on behalf of the North East Combined Authority. We do this to help ensure communities retain a bus service, particularly early in the morning, at nights and at weekends, where commercial operators are otherwise unwilling to operate. These services are also important in maintaining direct links to about 60 schools as well as workplaces and hospitals.

Our key activity

We also:

- Manage bus stations at Park Lane Sunderland, Eldon Square and Haymarket Newcastle, Gateshead Interchange, Wallsend, Jarrow, Blaydon and South Shields
- Maintain approximately 6,500 stops and shelters on behalf of local authorities and are currently managing a large scale bus infrastructure replacement project
- Specify high standards for emissions and accessibility on the bus services we secure
- Encourage innovations such as real time information, eco-friendly vehicles and bus priority schemes across the network

We are exploring new ways to plan and provide bus services in a bid to halt a long-term decline in passenger numbers that threatens the future of local routes.

Shields Ferry

There has been a cross-Tyne ferry service between North and South Shields since at least the 14th century. We run the only remaining passenger ferry on the Tyne, which carries about 400,000 customers per year. Our current fleet consists of two fully accessible vessels, the Pride of the Tyne and the Spirit of the Tyne. Only one ferry is used for passenger service. This operates a regular 30 minute frequency from each side of the river, seven days a week. The crossing itself only takes 7 minutes.

Concessionary travel schemes

Residents of Tyne and Wear enjoy several Concessionary Travel Schemes administered by us which provide reduced price travel on different modes of transport in the county. An estimated 37.8 million journeys per annum are made by elderly and disabled people and children. The current annual budget for the provision of Concessionary Travel is £36.7m.

Under the English National Concessionary Travel Scheme, older and disabled persons are able to enjoy free local bus travel anywhere in England, between 9.30am and 11.00pm on weekdays and up to 11.00pm on other days. Eligible persons in Tyne and Wear must apply for a smart card from us to enjoy this benefit.

Tyne and Wear has among the largest take-up of concessionary travel passes, and the highest use of travel, in the country. This puts great pressure on our budget as it must reimburse bus companies for journeys made by passholders.

We have, however, been able to extend the English scheme within Tyne and Wear using local funding to provide the following additional benefits:

- Free travel before 9.30am for those passholders with a hospital appointment, either to or from the hospital
- Free travel until the last bus of the evening, even where this is after 11pm
- All day travel where it is needed for eligible disabled persons attending work or education more than 15 hours a week
- Free travel by a companion for passholders in receipt of some higher levels of disability benefits who would otherwise be unable to make a journey
- The opportunity to buy a Metro Gold Card, giving unlimited travel on Metro and the Shields Ferry at concessionary travel times. Gold Card is also available to non-residents
- A concessionary fare on the Shields Ferry and Newcastle-Metrocentre-Blaydon trains.

Our key activity

Helping people with restricted mobility

One of our objectives is to provide greater personal accessibility to the people of Tyne and Wear; 21% of the population have some form of disability, life-limiting long term illness, or other mobility difficulties.

Nexus provides a TaxiCard scheme in which members get discounted door-to-door travel with local taxi operators, with whom they book journeys directly. We also provide additions to the English National Concessionary Travel Scheme listed above. By working with bus companies and continually reviewing and improving conventional public transport we hope to encourage more disabled people to use mainstream services - and make those services easier to use - increasing choice and lessening reliance on special transport measures that are by their nature less available.

Helping people in education and training

We are committed to helping young people attend and continue education through cheaper travel and providing specialist services. We provide more than 220 scholars' bus services used by pupils attending more than 28 schools. These services carry 2.3 million people every year. This network means that 95% of children in Tyne and Wear live within 40 minutes journey time by public transport of an appropriate school.

We provide residents with child concessionary fares, using local council funding. To be entitled to concessions a child must hold a Pop Under 16 Card available up to the end of the full academic year in which a child reaches the age of 16. Children under the age of 5, accompanied by a fare-paying adult, travel free.

Anyone over 16 can travel for a discounted flat fare on any dedicated school bus we provide, while our Pop Blue card offers half price travel.

Our aims and objectives

Connecting communities

We want public transport to connect the largest number of people with work and leisure opportunities and vital public services. We try to reach those communities and social groups who do not have access to private vehicles.

This can mean providing buses to an area with poor transport links, or developing new forms of transport to meet the specialist needs of some passengers.

Changing the way people travel

We plan and provide transport options that encourage people to choose public transport over their own cars to reach work and leisure activities. This 'modal shift' is vital if we are to reduce congestion and pollution in our crowded urban environment today and in the future.

Supporting economic regeneration

We plan the development of public transport to match the exciting economic regeneration programmes in our region. We pay for bus services to run to growing business parks and cultural quarters. Many of the largest regeneration, retail and job creation areas planned for the future of Tyne and Wear stand close to Metro lines.

Tackling climate change

By promoting sustainable travel, including public transport, walking and cycling, we help to reduce the impact our communities have on the environment. At the same time Nexus is committed to reducing the carbon impact of its own activities and those of its suppliers, by examining every part of our operation and finding ways to reduce waste and consumption.

Our aims and objectives

We have established a long-term Corporate Business Plan which aligns with the regional planning framework that is set out in the North East Transport Plan. The North East Transport Plan sets out five objectives for transport across the North East and Nexus is tasked by the North East Combined Authority to deliver the policies and objectives set out in the Plan. The North East Transport Plan was refreshed by the North East Combined Authority in 2024/25, and now has the following five areas of focus:

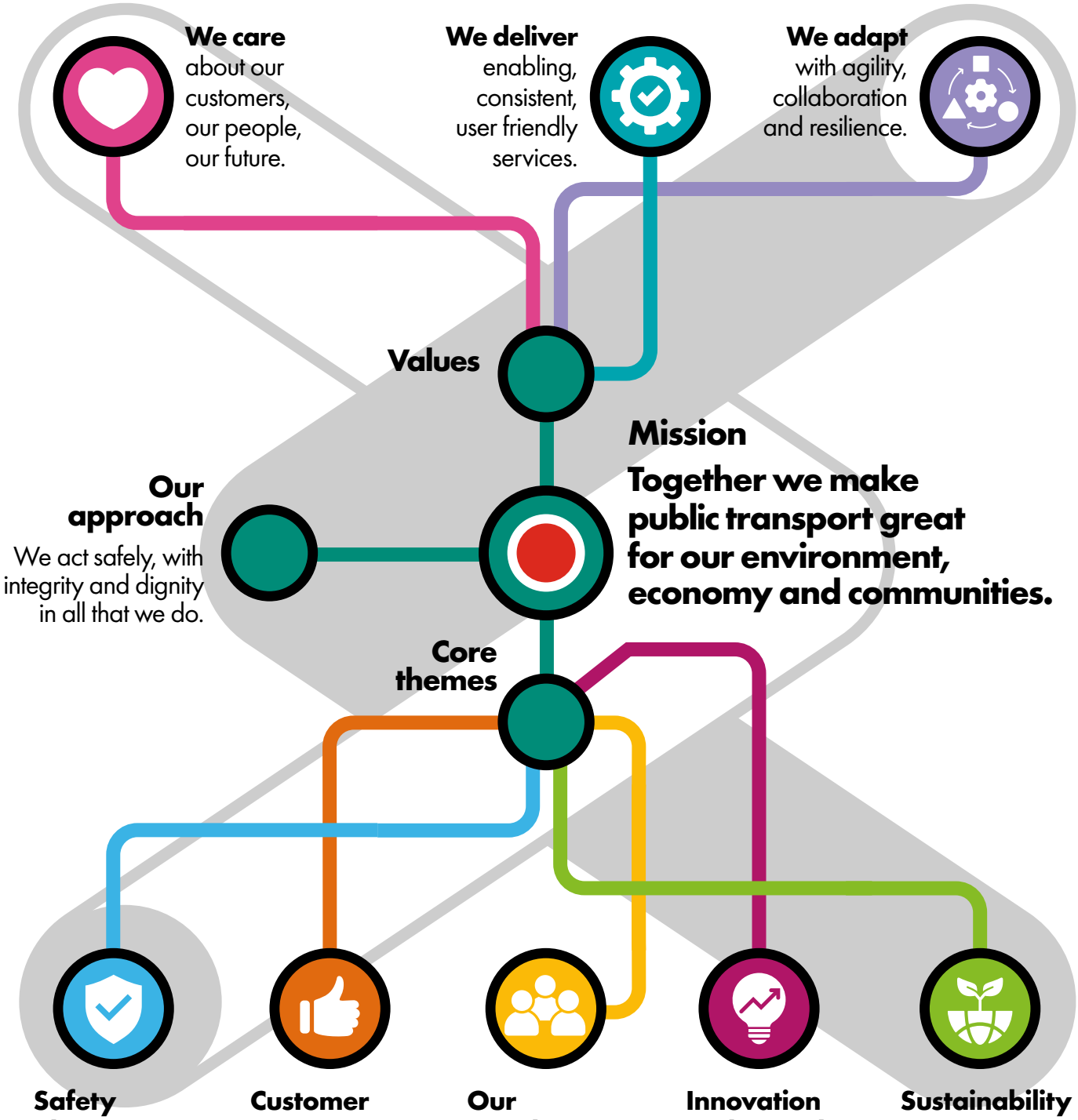
- Planning journeys/ informing users/ supporting customers
- Ticketing and fares
- Reach and resilience of infrastructure
- Safety, especially of women and girls, and other improvements in service quality
- Connections between different transport types.

We will continue to work alongside the North East Combined Authority to ensure that our Corporate Business Plan reflects the objectives of the North East Transport Plan and over-arching regional objectives, which are defined in the new North East Local Growth Plan, within all of which good public transport plays an enabling role. The key themes outlined by the North East Combined Authority within the North East Growth Plan are:

- The home of real opportunity
- A North East we are proud to call home
- Home to a growing and vibrant economy for all
- Home of the green energy revolution
- A welcoming home to Global Trade.

Local Transport Plan Areas of Focus	Nexus Corporate Business Plan Objectives
Planning journeys/informing users/supporting customers	Our objectives to improve customer satisfaction and grow public transport patronage recognise the importance of a simple, accessible public transport network, one in which information is clearly and consistently communicated to customers.
Ticketing and fares	Our objectives to grow public transport patronage and improve the public transport offer recognise our role in supporting regional smart ticketing infrastructure, and the benefits an improved ticketing system will bring.
Reach and resilience of infrastructure	Our objective to improve the public transport offer recognises the key steps we need to take to support an expanded public transport network in the region.
Safety, especially of women and girls, and other improvements in service quality	Our objective to improve customer perception of safety and security will help to create a safer transport network for all, including women and girls, while our objective to embed a safety culture will also ensure we are developing a safe environment for our customers and colleagues. Improvements in service quality is recognised through several objectives, including improving public transport performance, improving customer satisfaction, growing public transport patronage, and measuring the sustainability impact of our work.
Connections between different transport types	Our customer experience objectives recognise the importance of creating a connected public transport network, and the importance of ensuring we enhance services across all modes to encourage multi-modal journeys.

Nexus Vision 2030



Safety always

Focusing on our people's health and wellbeing and creating a safe and secure network.

Customer experience

Providing an excellent customer service.

Our people

Creating an engaged, inclusive, and agile workplace culture.

Innovation and growth

Being agile and innovative to drive efficiency and growth.

Sustainability

Having a positive impact in the North East.

Our culture

At Nexus, our people are our greatest asset, and therefore a great employee experience is fundamental to our success. Our People and Culture Strategy mirrors the employee lifecycle and sets out what we do to attract people to work for us; how we invest time and resources into developing our people so we can reward and retain them; how we support people through their career and professional development; and how we can make the process of moving on easier and more positive.

We know that our colleagues and customers are what makes Nexus a diverse organisation. Whether working for our organisation or using the public transport we provide - we want everyone to feel respected and included. We therefore developed a Diversity and Inclusion Strategy to guide our activity in this area.

In addition to our award-winning Diversity and Inclusion Strategy we have:

- A menopause policy
- A transgender policy
- A shared parental leave policy
- A volunteering policy
- A wellbeing policy
- A comprehensive diversity training course
- An equality, diversity, and respect pledge

Our people

We are committed to having a diverse and inclusive culture and will put the diversity and inclusion of all our customers and colleagues at the top of our corporate agenda. People in Tyne and Wear should feel that the public transport supplied and operated by Nexus is accessible, safe and welcoming. We want to have a fully inclusive culture and a workforce that is diverse in nature and that is reflective of Tyne and Wear. Our strategy sets out the steps we will take to achieve this.

Meet Cathy

Cathy Massarella is Managing Director at Nexus, with responsibility for the operation of the business and the delivery of services for our customers.

"The people here make me so proud.

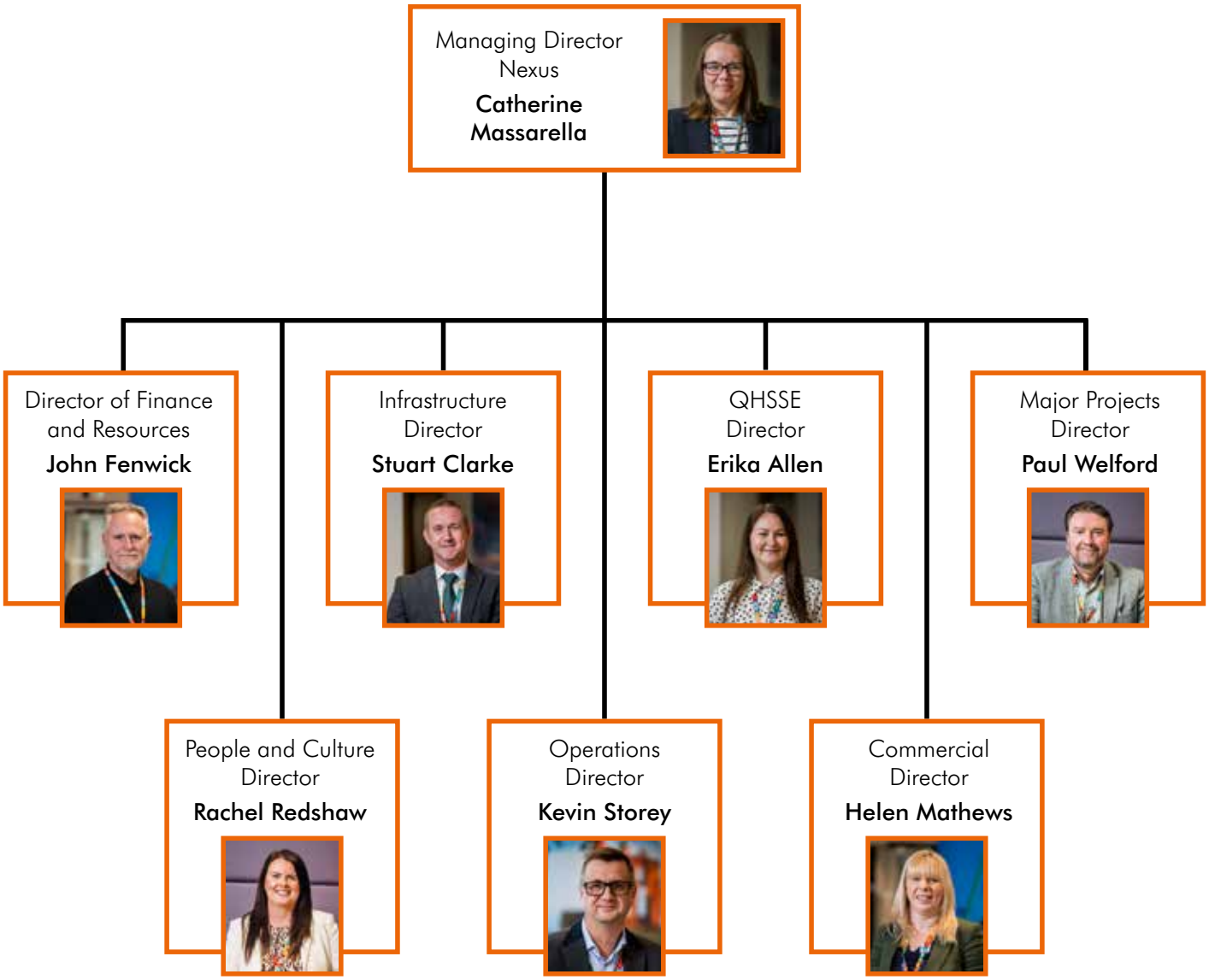
They're passionate and dedicated. Despite lots of challenges there's also so many opportunities here.

If you're looking for a great career in an evolving industry where every day is different, join us."

Our benefits

- You'll work a 36-hour week. Office based employees work Monday to Friday, while employees in operational roles work a variety of shift patterns Monday to Sunday.
- You'll have the option to work remotely for up to 40% of your working week, with a minimum of 60% of your working week spent in the office. This does not apply to operational roles.
- We're proud to have policies in place to support flexible working and help you achieve a healthy work-life balance.
- You'll be part of a generous Local Government Pension Scheme.
- You'll have 28 days annual leave per year, bank holidays and time off for volunteering too.
- You (and one nominated person) will enjoy free travel in Tyne and Wear with our enhanced travel benefits. And any dependants in full-time education can access free travel on Metro and the Shields Ferry too.
- You'll have the opportunity to contribute to a health cash plan that will contribute towards your (and dependants if you have them) dental costs, optical, and lots more.
- Access to our reward app with over 1,000 plus high street discounts on groceries, holidays and days out.
- And lots of other great benefits too including an occupational health service that includes access to physiotherapy and counselling.

Our leadership



Supporting you

Employee wellbeing

Our extensive Nexus Wellbeing programme aims to promote a happy and healthy workforce by raising awareness, educating, and signposting colleagues to services and programmes available to them. 2024 saw Nexus being awarded Maintaining Excellence and Ambassador Status in the Better Health at Work Awards.

Our Wellbeing Committee promote many initiatives throughout the year, such as:

- Wellbeing walks
- Nutrition Week
- Stress Awareness Month
- National Walking Month
- Mental Health Awareness Week
- Lunchtime local walks
- Employee ideas scheme

And the list goes on...

An award winning organisation

But don't just take our word for it, we've received regional, national and industry recognition for the way we support our colleagues. Here's just a few examples...

North East HR&D Award
Excellence in Inclusivity and Diversity

Armed Forces Covenant
Gold Award

Smarter Working Awards
Putting People First

Inspiring Females Awards
Most Inspiring Employer (Large Business)

Better Health at Work
Ambassador Status

Royal Society for the Prevention of Accidents (RoSPA)
Gold Award

NEXUS

For **everyone** going places.