Job Description

Post title	Project Manager (Bus Reform)
Grade	N9
Directorate	Transport
Team	Bus Reform
Reporting to	Principal Programme Manager – Bus Reform
Responsible for	N/A

Job Purpose

The Bus Reform Project is examining how we can use the opportunity of devolution to further improve bus services for customers across the North East region, delivering a bus system the North East region needs. The project has progressed through options assessment, development of a franchising scheme assessment (akin to a 5C business case), undergone an independent audit and is currently in the consultation stage. In early 2027, the North East Mayor is expected to make a decision on whether to introduce bus franchising, and if taken, the Bus Reform Project will move into a new and exciting transition phase, with the aim of having the first franchised bus on the network in Autumn 2029.

In this multimillion-pound project you will be expected to operate in a complex technical, strategic and political stakeholder environment and be able to apply recognised project management principles and techniques to deliver outcomes to the highest of standards. You will be required to oversee and deliver various elements of the Bus Reform project in a collaborative environment.

This once in a generation project is looking at reforming the bus service across the entire North East region, with significant regional investment allowing the successful candidate the opportunity to not only work on one of the biggest projects in the region but also the chance to develop their career as the project expands. The Bus Reform project is a key priority for the North East Mayor and therefore has and will benefit from increased exposure making it a landmark regional project.

Duties and responsibilities

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

- Contribute to the development of the project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.

- Lead on creating and maintaining comprehensive project documentation, including but not limited to project initiation documents, project programmes, risk registers and issues logs.

- Develop and maintain detailed project plans to track progress and independently manage elements of the project to time, cost and quality, engaging with a complex range of key internal and external stakeholders to ensure success.

- Lead on the delivery of key areas of business case development using the 5C model, which are developed either by internal teams or outsourced.

- Develop and maintain strong relationships with key stakeholders, both internally and externally, to ensure the successful delivery of projects and programmes.

- Develop and effectively apply risk management methodologies to ensure that risks are identified, mitigated and monitored throughout the project lifecycle.

- Develop and use appropriate techniques to manage changes in project scope, schedule and costs.

- Support the project budget management function by forecasting and monitoring expenditure against budget.

- Measure project performance using appropriate systems, tools and techniques.

- Apply problem solving skills to ideas and problems that may be new and untried for the North East bus industry.

- Work independently to develop Invitations to Tender (ITTs), evaluate bids and award contracts in accordance with organisational and relevant procurement legislation. Manage contracts with external suppliers as and when required.

- Identify project resource availability and allocate tasks accordingly to achieve project deliverables. This would involve working closely with partners across the region and consultants.

- Produce and provide regular project highlight reports, dashboards and briefs, escalating any urgent issues to management as needed.

- Provide general project management advice and expertise to internal and external stakeholders.

- Keep up to date with policy developments and changes to legislation, guidance and best practice relating to bus reform/transport/project management ensuring project best practice within the North East MSA is aligned with this.

- Lead project meetings, workshops and stakeholder engagement sessions on a regular basis, capturing actions and challenging outcomes and delay as required.

- Engage confidently with senior stakeholders throughout the region, and use influencing and persuasion where required to deliver the project scope.

- Deputise for the Principal Programme Manager – Bus Reform as and when required.

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 MSA 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 MSA 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**

The North East MSA has designated that this post is not politically restricted in accordance with the requirement 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.

Person Specification: Project Manager (Bus Reform)

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

	Essential	Desirable
Qualifications	• Degree or equivalent in project management or a relevant discipline.	• Membership of relevant professional body. • Evidence of continued professional development. • Project management qualifications from recognised institutions (APM, PMI, etc.).
Experience	• Proven experience of project management methodologies and delivery, ideally in a major project environment. • Experience of project scheduling, monitoring and reporting of project deliverables to a range of audiences, including senior management. • Experience of applying project risk methodologies to identify and manage risks. • Experience of independently managing key elements of complex projects, ideally with multimillion-pound budget envelopes. • Experience of preparing and submitting Business Cases in the context of significant projects, ideally using the 5C model. • Experience of procuring suppliers and managing contracts, ideally in a public sector environment –independently leading on developing tenders, evaluating bids and awarding contracts. • Experience of applying problem solving skills to ideas and problems that may be new and untried – with a focus on complex problem-solving methodologies. • Experience of contract management, particularly in a public sector environment.	• Experience of budget management and cost control methodologies. • Experience of using and understanding of project planning software (Primavera 6 or Microsoft Project), understanding of the critical path and key interdependencies.

Skills and Knowledge	• Project management skills and knowledge in the context of major projects. • Knowledge of Business Case development, ideally using the 5C model. • Excellent organisation skills, to plan the use of people and resources to meet deadlines. • Ability to work sensitively with a range of complex key stakeholders, internally and externally. • Excellent influencing and persuasion skills in a complex stakeholder environment. • Excellent verbal and written communication skills. • Excellent IT skills.	• Understanding and knowledge of the workings of local government. • Awareness of national government transport policy and priorities. • Awareness of statutory guidance relating to franchising. • General understanding of the transport industry and delivery of projects within the legislative transport framework.
Personal Qualities	• Able to work with high levels of own initiative and as a member of the team. • Able to organise workload, prioritise competing demands and work to challenging deadlines. • Ability to demonstrate resilience and work flexibility, adapting to changing priorities. • Able to maintain confidentiality and security. • Committed to the principles of Equality and Diversity. • Confident making decisions independently without the need for line management intervention. • Emotional intelligence to operate in a complex stakeholder environment.	