

JOB DESCRIPTION

- Title:** Operations Manager – Carousel Buses
- Hours:** Basic 40-hour week, working any 5 out of 7, with flexibility depending on the requirements of the business.
- Reporting to:** Head of Operations
- Job Location:** Primarily based at Carousel Buses, with the requirement to travel to other Depots if required by the business.

Job Purpose

To be accountable for the smooth, legal and efficient operation of bus services for Carousel Buses, whilst looking at ways of generating of revenue and increasing efficiencies, as well as ensuring the Operations Team offer the highest standards to customers and colleagues at all times.

DUTIES AND RESPONSIBILITIES:

- Act as a Transport Manager on the Carousel Buses Operator's licence
- Responsibility for the operational compliance of our contract operations, including Johnson & Johnson and our Pick Me Up Service, as well as any future contracts, whilst building strong and sustainable relationships with these key customers.
- Maintain good working relationships with Unite the Union representatives where in place
- Ensure that our customers receive the best possible standard of service in terms of reliability, punctuality and professionalism at all times.
- Monitor compliance, liaising with the Head of Commercial, to maximise tracking performance, and addressing punctuality concerns. Deal with punctuality improvement partnerships where they exist, ensuring that targets agreed are reached and maintained
- Complete all required daily, period and annual reports & KPI's within agreed timescales
- Conduct and carry out fact finding meetings, colleague interviews and disciplinary meetings, as well as return to work interviews following absence, as necessary.
- Ensure correct processes and practices are in place to achieve optimum performance, productivity, efficiency and profitability of the business
- Ensure legal compliance across all areas of the business including driver hours compliance and DVSA reporting of incidents
- Improve the customer experience by ensuring the correct driving and customer service standards are maintained, addressing issues encountered where required

- Work with new and existing stakeholders and ensure service and delivery is of the highest nature to become supplier of choice
- Management of direct reports to ensure workload and type is appropriate for the roles.
- Set challenging targets for, and ensure close management of direct reports. This would include effective resource planning, training, succession and talent planning.
- Ensure the Operations Teams at Carousel Buses are on target for completing appraisals and any disciplinary matter being investigated.
- Ensure regular team meetings are held, providing relevant information and clear departmental messages in a positive manner
- Address poor performance and poor attitudes, in an appropriate and timely manner
- Mentoring and coaching of team to maintain, to adjust and improve performance where required
- Support the Head of Operations so they can perform to the optimum standard in their role
- Provide strategic vision with a drive to grow the business and able to present a coherent business case
- Implement and ensure compliance with all relevant policies and procedures, with ability to explain any breaches and ensuring lessons are learnt from any breach
- Able to understand each individual reporting line of the budget and able to explain any deviation from target with suggestions as to rectification
- Ensure colleague holidays are in line with agreed set limits to prevent coverage issues and that spare driving colleagues are fully utilised when not required to drive
- Pro-active approach to improving employee engagement and the way with communicate with employees
- At all times be an ambassador of Oxford Bus Company, Thames Travel, Carousel Buses, City Sightseeing, Oxford and bus use in general
- Operate in line with the Company vision and values and encourage others to do the same
- Undertake any other duties and responsibilities of a similar nature or level of responsibility which may be allocated from time to time by a relevant manager

THE ABOVE DUTIES AND RESPONSIBILITIES MUST BE CARRIED OUT IN COMPLIANCE WITH THE COMPANY'S DATA PROTECTION POLICY, EQUAL OPPORTUNITIES POLICY, HEALTH AND SAFETY POLICY, AND WITH ALL OTHER POLICIES CURRENTLY IN FORCE AT OXFORD BUS COMPANY

Working Conditions

Office based, but some element of field/network based duties. Flexibility will be required, including working different shift patterns across the working day.



Salary & Benefits

- Salary: dependent on experience
- Basic 40 hour week, worked any 5 days of 7 with flexibility at times due to the needs of the business. You are expected to work such overtime as the needs of the business may require and it is a condition of employment that you comply with such reasonable requests to work.
- 2 x Travel pass for various operators' bus services
- Contributory Pension Scheme
- Lifestyle benefits, Employee Assistance Programme
- 25 days holiday plus Bank Holidays

Promotion Prospects

The Go Ahead Group actively encourages development from within its operating companies.

Company Content

Oxford Bus Company, Thames Travel, Carousel Buses and City Sightseeing, Oxford are part of the Go Ahead Group plc, which is one of the major public transport operators in the country.

We are an equal opportunities employer and welcome applications from throughout the community.

I have read and understood the content of the my job description and person specification

Name Date

Operations Manager - Person Specification

Attributes	Essential	Desirable
Physical Make Up Attainments	<ul style="list-style-type: none"> • Presentable • Highly articulate • Trustworthy • Able to gain confidence and respect of employees and outside parties • Qualified to degree level or relevant professional qualification • Experience of working with Microsoft Office packages • Experience of working in a similar role 	
Special Aptitudes	<ul style="list-style-type: none"> • Full manual Car licence • Transport Manager CPC • Ability to work to deadlines • High degree of accuracy • Ability to write reports and interrogate databases for reports • Ability to understand and analyse data in various forms • Ability to work under pressure • Knowledge of rostering and schedules • Ability to take ownership of a problem and follow it through to conclusion • Budgeting and cost control • Experience of colleague management • Experience of working with unions • Understanding of Health & Safety and employment legislation • Ability to handle difficult situations • Not afraid to handle confrontation • Able to add value as both an individual contributor and active team member 	<ul style="list-style-type: none"> • PCV licence • Understanding of Engineering Function
Leadership Competencies	<ul style="list-style-type: none"> • Strategic awareness • Handling complex issues • Fostering collaboration • Developing people • Dealing with ambiguity • Communicating effectively • Strong customer focus 	
Circumstances	<ul style="list-style-type: none"> • Flexible approach to working hours according to the needs of the business 	