

HEAD OF SERVICE

PUBLIC & INTEGRATED TRANSPORT

Job Description

Directorate:	Growth, Environment, Transport & Health / Highways & Transport		
Service:	Public & Integrated Transport		
Location:	County Hall, Preston / Hybrid working		
Salary range:	£73,580 - £80,468 pa	Grade:	LCC 14
Reports to:	Director of Highways & Transport	Staff responsible for:	c. 1000

Job purpose and scope

- One of the council's senior managers responsible for heading up the large multi-disciplinary Public and Integrated Transport Service, they will lead, influence, shape, and challenge across the service area at the senior level to inform service planning, development, associated budgets, and delivery within their area of responsibility.
- Lead the efficient and cost-effective delivery of a range of important and statutory activities, principally, managing the delivery of the council's public transport activities and plans, home to school transport, concessionary travel, specialist transport and vehicle and plant fleet management and maintenance services.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

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Leading Lancashire – Our Leadership Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.”

This vision is at the centre of everything we do. Embedded in our identity are our values: *Supportive, Innovative, Respectful, and Collaborative*, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The Leading Lancashire framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors
Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service

Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles

Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the Leading Lancashire framework.

Accountabilities/Responsibilities

- Lead the Public and Integrated Transport function, its people and financial resources ensuring that these services deliver council priorities, statutory duties and value for money.
- Provide strategic and operational advice to elected members, the Chief Executive, Executive Management Team, statutory officers, and senior leaders on the council's public transport duties.
- Determine how best to achieve the objectives related to the areas of responsibility, including the development, implementation and communication of strategy, policy and operational business plans across the wider service area, scanning the horizon for relevant changes that may impact the service and the council as a whole.

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- Lead on the design and delivery of the Public and Integrated Services business plan to deliver service improvements, utilising strong knowledge and understanding of the issues and an ability to analyse data and use innovative approaches.
- Lead work with the public, partners and stakeholders on projects and initiatives that deliver service objectives to support the delivery of the wider corporate objectives, and to represent the council at forums involving the public, partners and stakeholders on issues related to the service.
- Prepare and deliver public transport plans and schemes including the council's Bus Service Improvement Plan.
- Ensure the English National Concessionary Travel scheme is delivered in line with statute.
- Ensure that home to school transport for those attending mainstream schools is delivered efficiently and cost-effectively, in line with the council's statutory duty and own policies and procedures.
- Provide and procure specialist transport for those attending SEND schools, alternative provision, daycare and college in an efficient, cost-effective manner and in line with statutory duty and council policies and procedures.
- Ensure that the council's fleet of vehicles and plant is specified, procured and managed to enable users to provide an efficient service.
- Maintain the council's fleet of vehicles and plant in line with regulation and, particularly, ensure that all requirements of the council's Operators Licence are fulfilled.
- Manage the budget and resources for the service, monitoring financial performance, seeking savings and efficiencies, and identifying opportunities to draw funding and expand the commercial activities of the service where appropriate.
- Prepare reports to senior management and in accordance with the council's governance procedures.
- Foster a positive and collaborative work environment that promotes a culture of professional development, knowledge sharing, and open, honest, and transparent communication.
- Champion customer excellence and learning from feedback to drive continuous improvement.
- Implementing corporate initiatives spanning the organisation, cutting across services outside of direct responsibility and control to ensure delivery against strategic objectives.
- Lead medium to large scale change programmes through the evaluation of existing provision, recommendation of service improvement initiatives for decision by senior management and delivery of chosen models to meet improvement objectives
- Represent the council at external forums, conferences, and meetings to build professional networks and influence wider policy agendas.

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Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Honours Degree level qualification or equivalent experience
- Post-graduate degree or equivalent*
- Relevant professional qualification or equivalent

Experience

- Significant professional and/or management experience of a strategic operation/service
- A demonstrative record of delivering high quality services against challenging objectives and resources.
- A demonstrative record of operational management of a major service spanning across a major arm of an organisation.
- Engaging, guiding and influencing senior managers within the area of responsibility.
- Experience of leading, inspiring and motivating teams to drive services forward, achieving high quality delivery within reducing resources.
- Experience of working across services outside of the area of responsibility to ensure delivery of corporate objectives.
- Experience of preparing reports of a technical and non-technical nature for senior managers and/or politicians

Essential knowledge, skills & abilities

- Highly developed knowledge (broad and/or deep) of the principles, theory and practice of the specialist area of responsibility.
- Ability to lead, develop, manage and motivate staff across a large multi-disciplinary service in a challenging and changing environment.

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- Ability to quickly build credibility with senior managers and stakeholders.
- An understanding of the interdependencies Public and Integrated Transport with other council services and an ability to work with colleagues to ensure that the service integrates/interfaces effectively with them.
- Ability to utilise significant judgement to lead the design and delivery of a service's operational business plan to resolve service issues or improve services, including creative and innovative thinking and risk assessment.
- Extensive knowledge and understanding of the activities undertaken by the Public and Integrated Transport Service and those factors that may affect it, including but not exclusively.
- An understanding of developments in the public transport field and ability to apply it the council's responsibilities and objectives.
- An understanding of requirements for efficient and cost-effective home to school and specialist passenger transport.
- An understanding of the requirements to manage and maintain a fleet of vehicles and plant.
- An understanding of the developments in vehicle technology and ability to guide its appropriate application to the council's fleet.
- Ability to lead the preparation of applications for grant and other funding opportunities.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post
You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive