

Purpose: Responsible for ensuring the people aspects of Operations in the work location/s are managed effectively in line with the Regional Operations plan and HR policies and procedures, providing leadership to the clerical team and creating the foundations for Bus Éireann as a great place to work. The role has specific responsibility for employee engagement, workforce plan management and compliance with HR policies including Attendance, Dignity & Respect, Discipline and Flexible working.

| Key Responsibilities | Key Performance Indicators |
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| <ol style="list-style-type: none"> 1. Develop and maintain an understanding of the service delivery requirements of the location and ensure the workforce plan is managed to meet them. This means planning ahead to maintain workforce requirements, collaborating with central and local HR teams in recruitment and selection. 2. Actively manage driver availability including effective management of attendance, planned and unplanned to ensure service delivery requirements are met. Ensure compliance with the attendance management process including 'Return to Work' interviews. 3. Take a leadership role in establishing an employee engagement strategy for the team, identifying and implementing key initiatives to support creating a great place to work. Champion opportunities for employee participation and recognition such as GEMS, Have Your Say, Bright Ideas. 4. As a subject matter expert, ensure all employee and disciplinary matters are fully investigated in a fair and transparent manner, consistent with the agreed procedures. 5. Act as a change agent in identifying and leading on Operations change opportunities including use of technology, business process improvements, team performance and workforce management. 6. Using an open door policy, ensure all employee concerns / matters are addressed promptly and fairly, and escalated if necessary. 7. Role model good performance management by adopting a fair and consistent approach in performance management discussions (GPS) with all direct reports. Hold regular 1:1 meetings, providing constructive and timely feedback allowing the best opportunity for success. Manage the employee probationary process in line with policy, including for drivers. 8. Ensure all expenditure including overtime is managed within budget, with approval process in place 9. Ensure full compliance with the Company cash management policy, to include any driver shorts and overs. 10. Responsible for Facility Management at all locations under control to provide the best possible working environment for colleagues. 11. As a member of the Regional Operations Management team role model the Bus Éireann values, acting as an ambassador for Bus Éireann in local and regional interactions. The position may be required to deputise for colleagues and/or Senior Management. | <ol style="list-style-type: none"> 1. Operations workforce plan requirements and budget including driver resources and availability 2. Employee Engagement action plan 3. Disciplinary and employee case management in line with agreed procedures 4. Change initiatives identified and implemented 5. Quality employee and team 1:1s and team meetings including GPS employee plans, performance and development 6. Days lost through industrial action, accidents at work 7. Audit findings |

Skills, Knowledge & Experience

- Demonstrated track record in managing people, preferably within an Operations environment with good people management practices
- Able to prioritise and plan ahead, managing complex data sets and putting in place the business processes to deliver on the plan
- Has detailed knowledge of relevant people policies and procedures and keeps current with ER/IR changes
- Has good business acumen, understanding the fundamentals of business and financial performance
- Experienced in leading increasingly complex change initiatives from idea through to implementation
- Knowledge of relevant Regulations and demonstrated experience in leading compliance
- Desirable – 3 – 5 yrs relevant experience
- Desirable: 3rd level qualification and Transport Manager CPC

Key Behaviours

- Forward Thinking: Anticipates obstacles to Operations performance and tackles them before they arise
- Forward Thinking: Constructively challenges complacency and bureaucracy to identify smarter solutions and ways of working
- Collaboration & Respect: Actively engages with others to seek their views, and uses insights to motivate others
- Collaboration & Respect: Takes responsibility for systematically developing others' capability and performance
- Performance: Establishes shared goals across the team and with colleagues, building effective relationships to the benefit of the business
- Performance: Works independently, exercising judgement appropriately and delegating effectively
- Customer first: Demonstrates the link between own role and impact on the customer, and helps others do the same
- Safety: Role models safety in the workplace, with a safety first mindset that others look to as the standard

Role particulars. Reports to Senior Regional Operations Manager. Works closely with Service Delivery Managers and other members of the Regional team. Manages the Operations clerical team for the work location/s. A third level qualification is preferable.