

**Head of Public Transport Service Planning**

**Competition Information Booklet**

Please read carefully

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| **Position:** Head of Public Transport Service Planning  **Grade:** Principal Officer  **Directorate:** Public Transport Services  **Reporting to:**  Director of Public Transport Services  **Location:** Blended work model with office location(s) in Dublin 2  The NTA is consolidating its office locations later in 2024  to brand new office space in Haymarket, Smithfield, Dublin 7  **Starting salary:** €100,885  Closing date for receipt of completed applications:  **12pm (noon) on Friday, 17th May 2024**  **Contact: ntacareers@rsmireland.ie** |

The National Transport Authority is committed to a policy of equal opportunity.

**Overview of the National Transport Authority**

The National Transport Authority (NTA) is a statutory body established by the Minister for Transport on 1 December 2009.

At national level, the Authority has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail and light rail services. The Authority also licenses public bus passenger services delivered by private operators and has responsibility for the regulation of the small public service vehicle (SPSV) industry (taxis, hackneys and limousines). Other areas of responsibility include the State’s rural transport programme, integrated information systems for public transport customers, management of the Integrated Ticketing Scheme for Ireland (the Leap Card system), and regulation of vehicle clamping.

Within the Greater Dublin Area (GDA) the Authority carries additional responsibilities including:

* Strategic planning of transport;
* Development of an integrated, accessible public transport network;
* Promoting cycling and walking;
* Provision of public transport infrastructure generally including light rail, metro and heavy rail; and
* Effective management of traffic and transport demand.

The GDA includes the local authority areas of Dublin City, Fingal, Dún Laoghaire-Rathdown, South Dublin, Kildare, Meath and Wicklow.

The Authority’s Capital Investment Programme includes an exciting and challenging range of projects and programmes for development and delivery over the coming years. These include mega-projects such as MetroLink, BusConnects Dublin and the DART+ Programme, together with numerous other major projects/programmes in the heavy rail area, light rail area, bus infrastructure and public transport fleet, in addition to a large portfolio of projects in the active travel area. Along with other initiatives in the areas of micro-mobility, transport technology and climate adaption, there are stimulating and rewarding opportunities to make a real contribution to enhancing Ireland’s overall transport system.

Further information on the Authority is available on its website [www.nationaltransport.ie](http://www.nationaltransport.ie)

The National Transport Authority wishes to recruit a suitably experienced and qualified individual to the role of Head of Public Transport Service Planning. In the context of the Authority’s ambitious plans, objectives and programmes, this is a pivotal role that will shape the structure, delivery and quality of public transport services in Ireland over the years to come.

**DUTIES AND RESPONSIBILITIES:**

Reporting to the Director of Public Transport Services, the Head of Public Transport Service Planning is a key position in the senior management team of the NTA. The Public Transport Services (PTS) directorate of the NTA has a wide remit covering contract management of all directly awarded and tendered PSO services, management of the Rural Transport Programme, Public Transport Service Planning, Commercial Bus Licensing, Events and crisis management. PTS is also the lead directorate for Bus Connects Network redesigns in all cities and in developing and implementing the strategically important Connecting Ireland programme of enhancements.

The successful candidate will collaborate closely with the Head of Public Transport Regulation and the Head of Public Transport Contracts to develop public transport services in Ireland, that best meet existing and evolving travel needs, in a sustainable manner. They will seek to optimise the provision of public transport services by matching supply of new services with existing and emerging demand, ensuring that services and networks are integrated and contribute to environmental sustainability, social cohesion and economic development. They will also be responsible for ensuring that value for money is achieved and that safe and accessible public transport services and networks are developed for all users.

The successful candidate will be a key contributor to the development of public transport strategies, plans and policies across Ireland. They will lead on the planning of enhanced and new public transport services and will be responsible for identifying, assessing the case for, and securing the design of:

* revisions and enhancements to public transport services in areas where travel demand is changing or expected to change;
* service changes to enhance integration between modes and services, particularly as new bus networks and major new rail-based public transport infrastructure come on-stream;
* local infrastructural changes including bus turning and standing facilities and improved on-street priority for public transport to enable service changes and enhance service reliability and punctuality.

The successful candidate will also be responsible for undertaking appropriate stakeholder and public consultation in advance of finalisation and implementation of service changes, and preparing and publishing reports on the consultation as required.

**KEY ACCOUNTABILITIES:**

* Lead and develop a team of transport professionals in planning changes to public transport services;
* Lead or contribute to the development of new or redesigned public transport networks, in collaboration with the Authority’s Public Transport Regulation and Strategic Planning teams;
* Lead on the assessment of demand for new and enhanced PSO public transport service proposals;
* Coordinate the work of the Authority’s Network Planning Group, consisting of representatives of the Service Planning, Regulation and Contracts teams, responsible for reviewing and making recommendations on public transport service proposals to the NTA Senior Management Team;
* Propose appropriate hours of operation, service levels and fleet specifications for new and enhanced public transport services
* Assess outline costs and expected benefits and prepare business cases as required for approval by the Authority’s Network Planning Group, senior management team or Board;
* Liaise and engage with the Public Transport Contracts and Public Transport Regulation Teams in the development of public transport service specifications and timetables;
* Work closely with local authorities, transport operators, Transport Infrastructure Ireland and the Authority’s Public Transport Contracts team, as required, in the procurement and delivery of new or enhanced services and associated infrastructure and passenger facilities;
* Work with the Public Transport Contracts team to deliver the redesigned network of bus services in Dublin, Cork Limerick, Galway and Waterford included in the BusConnects Programme, including development of service specifications and timetables;
* Lead on the further development and enhancement of public transport services in and around these cities as required;
* Evaluate success of service changes against expected outcomes, and make recommendations as required;
* Work with the Public Transport Contracts and Rural Transport teams to deliver the redesigned network of rural bus services in the Connecting Ireland Programme, and Town bus services programme;
* Lead on the further development and enhancement of bus and rail services outside of cities, including town bus services, and links between cities, towns and rural areas; and
* Work with the Authority’s Stop Infrastructure and Fleet teams and other teams in the Authority, and with local authorities as required, to identify and propose mechanisms for the delivery of:
  + key stops and passenger interchanges, and appropriate passenger facilities;
  + necessary bus priority measures to ensure reliable operation of proposed services;
  + measures to enhance access to the public transport network from surrounding local areas;
* Be responsible for the procurement and management of technical services to support the design, analysis and appraisal of public transport service changes;
* Be responsible for preparation of responses to public, stakeholder group and elected representative correspondence, ensuring that all correspondence is issued in a timely and professional manner;
* Develop collaborative relationships with the leadership teams of the Department of Transport public transport operators and local authorities, to ensure that the Authority’s public transport service planning objectives are met in the most efficient, cost effective and environmentally sustainable manner, and that services meet the needs of all customers.

**Note:** The functions and responsibilities initially assigned to the position are based on the current organisational requirements and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the Authority.

**ESSENTIAL CRITERIA:**

**Please note:** In order to satisfy the shortlisting panel that you meet these criteria you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.

Each candidate must meet the following requirements at the time of the competition closing:

1. Hold a minimum of a NFQ level 7 qualification in a relevant discipline being Transport Planning, Land Use Planning, Engineering, Economics, Geography, Social Science, Finance or other numerate discipline;
2. Have at least 9 years’ relevant experience with a minimum of 5 years’ experience managing people
3. Have a minimum of 5 years’ relevant experience of developing strategies, evaluating options, and researching, developing and delivering solutions and improvements in public transport provision;
4. Have experience in budgetary management, including accountability for the effective delivery of significant projects or activities within financial constraints;
5. Possess exceptional communication and influencing skills with demonstrated ability to negotiate with and persuade stakeholders, whilst maintaining and building relationships;
6. In-depth skills and knowledge in transport planning principles and their application;
7. Have proven and demonstrable experience of decision-making.

**Desirable Criteria**

**Please note**: Should further shortlisting be required after essential criteria above, a selection of the following may be assessed.

The ideal candidate will also:

1. Possess strong research and analytical abilities;
2. Have passion, drive and enthusiasm in identifying and delivering customer excellence;
3. Have good knowledge of Public Transport operations, and regulation within Ireland; and
4. Experience in developing and managing significant change at an organisation level.

**Remuneration**

**Salary Grade: Principal Officer**

**Salary Scale: €100,885, €105,166, €109,414, €113,693, €117,303, €121,048 (LS1), €124,787 (LS2)**

**Personal Pension Contribution (PPC) rate.** This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).

**€95,842, €99,902, €103,939, €108,011, €111,439, €114,998 (LS1), €118,548 (LS2)**

**Non Personal Pension Contribution (non-PPC) rate.** This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.

**Annual Leave:** 30 days per annum. This leave is on the basis of a five day week and is exclusive of the usual public holidays.

**Note:**

* entry will be at point 1 of the scale and will not be subject to negotiation;
* different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant;
* the rate of remuneration may be adjusted from time to time in line with Government pay policy.

**Contract:** Permanent Contract

**Probation:** There is a 6 month probationary period which may at the discretion of the CEO be extended to 10 months.

**Selection Process**

Prior to completing your application please read the Important Candidate Information Booklet on our careers page here: [www.nationaltransport.ie/about-us/careers](https://www.nationaltransport.ie/about-us/careers/)

**How to Apply**

Please submit your application in one single word document or PDF referencing the title of the role you wish to apply for in the subject of the email to **ntacareers@rsmireland.ie** with the following:

1. A comprehensive cover letteroutlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Head of Public Transport Service Planning;
2. A comprehensive CV (not to exceed 3 pages);
3. A fully completed Key Achievements Form (attached).

Please note that omission of any or part of the 3 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

**Closing Date**

**The closing date and time for applications is strictly 12pm (noon) on May 17th 2024. Applications received after the specified deadline cannot be accepted.**

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email **ntacareers@rsmireland.ie.**

**Head of Public Transport Service Planning - Key Competencies**

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| **Leadership & Strategic Direction** | Leads the team, setting high standards, tackling any performance problems & facilitating high performance |
| Facilitates an open exchange of ideas and fosters and atmosphere of open communication |
| Contributes to the shaping of Departmental / Government strategy and policy |
| Develops capability and capacity across the team through effective delegation |
| Develops a culture of learning & development, offering coaching and constructive / supportive feedback |
| Leads on preparing for and implementing significant change and reform |
| Anticipates and responds quickly to developments in the sector/ broader environment |
| Actively collaborates with other Departments, Organisations and Agencies |
| **Judgement & Decision Making** | Identifies and focuses on core issues when dealing with complex information/ situations |
| Assembles facts, manipulates verbal and numerical information and thinks through issues logically |
| Sees the relationships between issues and quickly grasp the high level and socio-political implications |
| Identifies coherent solutions to complex issues |
| Takes action, making decisions in a timely manner and having the courage to see them through |
| Makes sound and well informed decisions, understanding their impact and implications |
| Strives to effectively balances the sectoral issues, political elements and the citizen impact in all decisions |
| **Management & Delivery of Results** | Initiates and takes personal responsibility for delivering results/ services in own area |
| Balances strategy and operational detail to meet business needs |
| Manages multiple agendas and tasks and reallocates resources to manage changes in focus |
| Makes optimum use of resources and implements performance measures to deliver on objectives |
| Ensures the optimal use of ICT and new delivery models |
| Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements |
| Instils the importance of efficiencies, value for money and meeting corporate governance requirements |
| Ensures team are focused and act on Business plans priorities, even when faced with pressure |
| **Building**  **Relationships &**  **Communication** | Speaks and writes in a clear, articulate and impactful manner |
| Actively listens, seeking to understand the perspective and position of others |
| Manages and resolves conflicts / disagreements in a positive & constructive manner |
| Works effectively within the political process, recognising & managing tensions arising from different  stakeholders perspectives |
| Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals |
| Proactively engages with colleagues at all levels of the organisation and across other Departments//  Organisations and builds strong professional networks |
| Makes opinions known when s/he feels it is right to do so |
| **Specialist Knowledge, Expertise and Self Development** | Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and  recognised by people internal and external to the Department/ Organisation |
| Keeps up to date with key departmental, sectoral, national and international policies and economic, political and  social trends that affect the role |
| Maintains a strong focus on self-development, seeking feedback and opportunities for growth |
| **Drive & Commitment to Public Service Values** | Consistently strives to perform at a high level |
| Demonstrates personal commitment to the role, maintaining determination and persistence while maintain  maintains a sense of balance and perspective in relation to work issues |
| Contributes positively to the corporate agenda |
| Is personally trustworthy, honest and respectful, delivering on promises and commitments |
| Ensures the citizen is at the heart of all services provided |
| Is resilient, maintaining composure even in adverse or challenging situations |
| Promotes a culture that fosters the highest standards of ethics and integrity |

**Head of Public Transport Service Planning - Key Achievements Form**

Having read through the key competencies and having considered the demands of the role, for each of the competencies below, please briefly demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date, and which clearly demonstrates your suitability for this position.

Your answer must highlight all elements of the STAR competency framework – which is outlined below:

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| **S**ituation | Present a challenging situation you found yourself in |
| **T**ask | What did you need to achieve from the situation? |
| **A**ction | What action did you personally take to achieve this? |
| **R**esult | What was the result of your action? |

Please note, there is a maximum page count of **3 A4 pages at font size 10-12.**

The key achievements form commences on the next page.

**Head of Public Transport Service Planning - Key Achievements Form**

Please complete all sections of the form below.

**Where did you hear about this role (i.e. Publicjobs.ie, Irishjobs.ie, Irish Times, LinkedIn)?**

**Name:**

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| **Leadership & Strategic Direction** |
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| **Judgement & Decision Making** |
|  |
| **Management & Delivery of Results** |
|  |
| |  | | --- | | **Building Relationships & Communication** | |  | |
| **Specialist Knowledge, expertise & Self-Development** |
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