

**TFI Local Link Programme Manager**

**Competition Information Booklet**

Please read carefully

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| **Position:** TFILocal Link Programme Manager  **Grade:** Assistant Principal  **Directorate:** Public Transport Services  **Reporting to:**  Director of Public Transport Services  **Location:** Haymarket House, Smithfield, Dublin 7 with a blended working  model.  **Starting salary:** €80,668  Closing date for receipt of completed applications:  **12pm (noon) on Friday, 11th July 2025**  **Contact:** careers@nationaltransport.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 Local Link Programme Manager. Successful candidates may be placed on a panel from which future vacancies may be filled.

**Background**

Responsibility for the management of the Rural Transport Programme (RTP) was assigned to the NTA in April 2012. The RTP consisted of a blend of regular scheduled bus services and demand responsive transport services. In 2018 the NTA rebranded the RTP as “TFI Local Link” and integrated the marketing and promotion of Local Link services under the “TransportForIreland” (TFI) banner. The NTA is funded by Government to provide public transport services across rural Ireland. The budget in 2025 for the provision of these services is approximately €60m.

The Connecting Ireland rural mobility plan was developed by the NTA to provide a comprehensive network of bus services and much improved connectivity for rural Ireland. The delivery of this programme has been largely through TFI Local Link services, and has resulted in impressive growth in passenger journeys. In 2024 TFI Local Link total patronage was 5.8 million (including 4.7 million on regular scheduled services)

The NTA established Transport Co-ordination Units (TCUs), to administer and manage TFI Local Link operator contracts on behalf of the NTA. The TCUs were initially established in 2014 and there are currently 15 TCUs across the state.

In addition to the implementation of the Connecting Ireland programme, TFI Local Link looks to improve the service offering through the use of technology. Leap Card payment is available on scheduled services and contactless payments are being rolled out. Work is underway on a number of other projects such as a sDRT pilot (Smart Demand Responsive Transport to enable booking via a mobile app).

The NTA is seeking an experienced and highly motivated person to lead and manage the delivery of TFI Local Link rural bus services and related activities.

**Duties and Responsibilities**

The key tasks in this role include:

1. **Leading the delivery of the TFI Local Link/Rural Transport Programme.**
   * Oversee the delivery of transport services to rural communities across Ireland and in so doing tackling social and economic exclusion and rural isolation;
   * Administer the annual budget provided by Department of Transport (DoT) whilst ensuring strong controls are in place and good practice is followed by the NTA and the local Transport Coordination Units (TCUs);
   * Manage contracts in place between the NTA and the TCUs for the administration of Local Link operator contracts;
   * Work with key stakeholders (including the Department of Transport, TCUs, other government agencies and departments) to identify priorities, enhancements and synergies with transport services provided by other government agencies or departments;
   * Advise Department of Transport on policy and related matters relevant to rural transport and its management;
   * Work closely with the NTA Service Planning team, to support the implementation of the Connecting Ireland programme and ongoing development and improvement of the TFI Local Link network;
   * Liaise with and provide advice to TCUs on matters of management of operator contracts with the NTA, governance, compliance with Government and NTA guidelines/regulations and related issues;
   * Oversee responses to correspondence, representations and PQs relating to TFI Local Link services and their management;
   * Ensure reviews of TFI Local Link public transport services are carried out as required and implement changes arising from these reviews;
   * Provide management responses to reports produced by the NTA internal audit team, following reviews/audits of TCUs; and
   * Support the roll out of other initiatives to develop TFI Local Link services.
2. **Managing an inter-disciplinary team (currently 4 people):**
   * co-ordinate and direct the work for the team;
   * Ensure staff training needs are identified and met in a timely manner;
   * Manage the performance of the team to ensure efficiency and effectiveness; and
   * Handle staff matters as they arise in a professional and competent way in line with organisational standards and procedures.
3. **Contributing to the strategic direction of the NTA’s Public Transport Services Department:**
   * Work with peers to identify and deliver key objectives of the Public Transport Services Department in line with the NTA’s Statement of Strategy;
   * Ensure TFI Local Link service delivery aligns with the overall objectives of the NTA;
   * Collaborate with other departments and sections of NTA to plan consistent delivery of high quality services that best meet customer needs; and
   * Assist in other activities of the Public Transport Services Department work as required by senior management.

The responsibilities outlined above are indicative of the duties of the position and are likely to evolve and change to meet the needs of the business into the future.

**Note:** The functions and responsibilities initially assigned to the position is 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. Have a minimum of an NFQ level 7 qualification or equivalent;
2. Have at least 7 years’ satisfactory experience within a relevant area, such as transport, local authority, or community organisations with at least 3 years at a senior level;
3. Have a proven ability to lead a multi-disciplinary team;
4. Have excellent skills in stakeholder engagement;
5. Have a proven ability to implement change programmes; and
6. Have an understanding and knowledge of the key issues being public procurement processes, contract management, corporate governance and public transport.

**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. Have awareness of community and voluntary organisations in Ireland and in particular knowledge of the rural community and its unique set of challenges;
2. Have knowledge and understanding of the key issues in delivering efficient and cost effective public transport;
3. Have good written and oral communications skills;
4. Have strong organisational skills; and
5. Have good interpersonal and influencing skills.

**Remuneration**

**Salary Grade: Assistant Principal**

**Salary Scale: €80,668, €83,639, €86,651, €89,672, €92,690, €94,431, €97,474, €100,530**

**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).

**€77,921, €80,757, €82,321, €85,189, €88,057, €89,714, €92,602, €95,502**

**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 careers@nationaltransport.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 Local Link Programme Manager;
2. A comprehensive CV (not to exceed 3 pages); and
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 Friday, 11th July 2025. 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 careers@nationaltransport.ie.

**Local Link Programme Manager - Key Competencies**

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| **Leadership** | Actively contributes to the development of the strategies and policies of the Department/ Organisation |
| Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise |
| Leads and maximises the contribution of the team as a whole |
| Considers the effectiveness of outcomes in terms wider than own immediate area |
| Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks |
| Develops capability of others through feedback, coaching & creating opportunities for skills development |
| Identifies and takes opportunities to exploit new and innovative service delivery channels |
| **Judgement, Analysis & Decision Making** | Researches issues thoroughly, consulting appropriately to gather all information needed on an issue |
| Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data) |
| Integrates diverse strands of information, identifying inter-relationships and linkages |
| Uses judgement to make clear, timely and well grounded decisions on important issues |
| Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders |
| Takes a firm position on issues s/he considers important |
| **Management & Delivery of Results** | Takes responsibility for challenging tasks and delivers on time and to a high standard |
| Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances |
| Ensures quality and efficient customer service is central to the work of the division |
| Looks critically at issues to see how things can be done better |
| Is open to new ideas initiatives and creative solutions to problems |
| Ensures controls and performance measures are in place to deliver efficient and high value services |
| Effectively manages multiple projects |
| **Interpersonal & Communication Skills** | Presents information in a confident, logical and convincing manner, verbally and in writing |
| Encourages open and constructive discussions around work issues |
| Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors |
| Maintains poise and control when working to influence others |
|  | Instils a strong focus on Customer Service in his/her area |
|  | Develops and maintains a network of contacts to facilitate problem solving or information sharing |
|  | Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system |
| **Specialist Knowledge, Expertise and Self Development** | Has a clear understanding of the roles objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation |
| Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities |
| Is considered an expert by stakeholders in own field/ area |
| Is focused on self development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role |
| **Drive & Commitment to Public Service Values** | Is self motivated and shows a desire to continuously perform at a high level |
| Is personally honest and trustworthy and can be relied upon |
| Ensures the citizen is at the heart of all services provided |
| Through leading by example, fosters the highest standards of ethics and integrity |

**Local Link Programme Manager - 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.

**Local Link Programme Manager - 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** |
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| **Judgement, Analysis & Decision Making** |
|  |
| **Management & Delivery of Results** |
|  |
| |  | | --- | | **Interpersonal & Communication Skills** | |  | |
| **Specialist Knowledge, Expertise & Self Development** |
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