

Driver Manager Wakefield

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Company: Arriva Yorkshire Limited

Location: United Kingdom

Category: other-general

Job description

Health and Safety Responsibility for ensuring adequate organisation and arrangements exist for the effective implementation of the Company Health and Safety Policy, and ensuring compliance with all statutory obligations. Detailed H&S Responsibilities are published in the Arriva HS&E Management System CustomerEnsure site team deliver excellent service delivery in accordance with stakeholder requirements, Company Policies and Procedures. Establish and maintain business relationships critical to local performance. Understand customer needs and embrace partnerships with Local Authorities. Ensure complaints are answered in a timely manner and fully investigated with appropriate actions taken to prevent a reoccurrence. Ensure the secure management and storage of lost property is maintained at all times. People Develop and support an organisational culture that embodies the values of Arriva and promotes Equality, Diversity & Inclusion (ED&I). Ensure that the site has the required level of resource, capability, and competence. Lead, manage and motivate colleagues to maximise contribution and ensure effective collaboration. Responsible for the continual development of their teams. Engage and motivate site teams through effective leadership and communication forums to become high performing teams. Be visible, credible, knowledgeable and approachable, role-modelling standards of high business and personal performance. Forge strong working relationships with key stakeholders including the Trade Union. Quality Lead the delivery of outstanding service delivery and operational compliance and provide leadership and support to site team to deliver excellent levels of all round performance and improved operating profit. In alignment with the commercial team

ensure a continuous review of networks and customer feedback. Utilise effective and efficient business performance management tools to engage site teams in taking personal responsibility for the success of the business. Work with the recruitment and training teams to optimise the operational delivery and efficiency of this end-to-end process, ensuring the improvement of site KPIs is supported by these work streams

Financial and decision-making
Contribute to the development of the site's annual budgets business plan by formulating proposals and assisting the Head of Sites with the compilation of annual budgets, forecasts and targets. Focus on value-adding business activities to maximise revenue and control operating costs. Continuously review financial performance against budget and identify appropriate action plans to address any shortfall. Include relevant parties in the decision-making process and encourage empowerment whenever possible. In addition to the delivery of the budget requirements, it is essential that wider business plans are explored, developed and implemented to ensure business growth, service delivery improvement and innovation / diversification.

Continual Improvement & Innovation
Continuously review the operating terrain, identify areas, processes and systems which through innovation can be substantially improved. Acts as Change Agent, making balanced yet brave decisions that change the status quo and enhance the business. Is a Value Creator, constantly innovating and implementing, to drive operational excellence. Work closely with the head of sites and peer group to share best practice throughout UK Bus.

Corporate social responsibility
Uphold, safeguard and promote the reputation and values of the organisation throughout all internal and external business relationships and activities.

- To become a Transport Manager on the Operators Licence
- To be the Site Accountable Manager
- A proven track record of management responsibilities of an operational facility, with relevant P&L ownership, driving revenue, controlling costs and maximising EBIT%/Profit
- Experience of working in partnership with Trade Unions
- Demonstrable experience in dealing with serious incident management and contingency response strategies.
- Experience of leading, managing, motivating and developing a large high performing team
- Background in a customer facing environment, capable of understanding and developing customer satisfaction and managing dispute resolutions
- Demonstrable experience in creating a safe and continuously improving working environment

Person Specification
• Demonstrate the Arriva Values
• Capable of translating the sites strategic and annual deliverables in to effective and translatable plans, driving the execution relentlessly through strong governance and a "go & see" approach which ensures sustainable change

This job description sets

out the main duties and responsibilities of the job-holder. It does not constitute an exhaustive or comprehensive description of duties and the job holder will be required to carry out any additional tasks as and when requested to do so by their manager. Responsibilities and duties may also change in light of future business needs and personal development

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