

Job Description

Principal Officer, Concessionary and Smart Ticketing

Service:	Passenger and Fleet Transport	Team:	Public Transport
Location:	County Hall, Preston		
Salary range:	£46,142-£51,356	Grade:	Grade 10
Reports to:	Public Transport Manager	Staff responsible for:	Yes

Job Purpose

To lead the strategic development, management and delivery of Lancashire County Council's Smart Ticketing and Concessionary Travel functions. The postholder will be responsible for the effective operation of the English National Concessionary Travel Scheme (ENCTS), NoWcard arrangements, smart ticketing initiatives.

The role will ensure that residents have access to modern, reliable and integrated ticketing solutions while maintaining compliance with relevant legislation, national standards and Department for Transport requirements. The postholder will work closely with bus operators, neighbouring authorities, Transport for the North, technology suppliers and internal stakeholders to support the delivery of the Council's public transport objectives. This reflects responsibilities identified in existing LCC smart ticketing and concessionary travel roles.

Accountabilities/Responsibilities

Strategic Leadership

- Lead the development and implementation of smart ticketing strategies, policies and schemes.
- Develop business cases and funding bids to support ticketing innovation and digital transport initiatives.
- Monitor national developments relating to smart ticketing, fare reform and concessionary travel and assess implications for Lancashire.
- Support delivery of Bus Service Improvement Plan (BSIP) and Enhanced Partnership objectives relating to fares and ticketing.

Concessionary Travel Management

- Manage the Council's ENCTS concessionary travel scheme.
- Oversee reimbursement arrangements with bus operators and ensure compliance with statutory requirements.
- Manage the NoWcard partnership.
- Monitor concessionary travel performance, expenditure and usage trends.
- Investigate and resolve complex concessionary travel issues and appeals.
- Manage back office systems to deliver the ENCTS and AnyBus schemes

Smart Ticketing and Integrated Ticketing

- Lead the development and management of multi-operator and multi-modal ticketing initiatives.
- Manage relationships with ticketing suppliers, operators and regional partners.
- Manage account-based ticketing, contactless payment and mobile ticketing systems.
- Ensure ticketing systems provide accurate reporting and performance information.
- Support the delivery of the leased electronic ticketing machines
- Manage and develop the AnyBus multi operator, multi journey ticketing scheme.

Contract and Partnership Management

- Manage contracts and frameworks relating to concessionary travel and smart ticketing services.
- Develop effective working relationships with operators, government agencies, neighbouring authorities and technology providers.
- Represent the Council at regional and national transport forums.

Financial Management

- Manage budgets associated with concessionary travel, ticketing systems and related contracts.
- Monitor expenditure and identify opportunities for efficiency savings.
- Prepare financial forecasts, reports and performance information.

Governance and Compliance

- Ensure compliance with transport legislation, procurement rules, information governance requirements and Council policies.
- Prepare reports and briefing papers for senior management, committees and elected members.
- Support responses to Freedom of Information requests, complaints and enquiries

Other

1. Ability to work under pressure and to tight deadlines and to work in a flexible manner.
2. Knowledge of the local public transport market in Lancashire
3. Knowledge of the principals and legal framework surrounding an Enhanced Partnership and Bus Service Improvement Plans
4. Organisational and project planning skills

- **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.

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.

Person Specification

Principal Officer, Concessionary and Smart Ticketing

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
Degree or equivalent professional qualification in transport planning, business management, data management, information systems or a related discipline or relevant experience.
Experience
- Strong understanding of the English National Concessionary Travel Scheme (ENCTS). - Knowledge of smart ticketing technologies and fare collection systems. - Understanding of public transport operations and commercial bus services. - Knowledge of public sector governance and procurement requirements. - Knowledge of transport data standards and digital information systems. - Understanding of current public transport policy and funding arrangements.
Essential knowledge, skills & abilities
Essential - Excellent communication and stakeholder management skills. - Strong analytical and problem-solving skills.

- Ability to manage multiple priorities and meet deadlines.
- Ability to influence and negotiate with a wide range of stakeholders.
- Strong report writing and presentation skills.
- Ability to interpret and analyse complex technical and financial information.
- Ability to work independently and as part of a wider management team.

Desirable

- Advanced Excel and data analysis skills.
- Experience using GIS, ticketing platforms or transport database systems.

Knowledge

Essential

- Strong understanding of the English National Concessionary Travel Scheme (ENCTS).
- Knowledge of smart ticketing technologies and fare collection systems.
- Understanding of public transport operations and commercial bus services.
- Knowledge of transport data standards and digital information systems.
- Understanding of current public transport policy and funding arrangements.

Desirable

- Knowledge of NoWcard governance and operating arrangements.
- Knowledge of Bus Service Improvement Plans and Enhanced Partnerships.
- Knowledge of public sector governance and procurement requirements.

Skills and Abilities

Essential

- Excellent communication and stakeholder management skills.
- Strong analytical and problem-solving skills.
- Ability to manage multiple priorities and meet deadlines.
- Ability to influence and negotiate with a wide range of stakeholders.
- Strong report writing and presentation skills.
- Ability to interpret and analyse complex technical and financial information.
- Ability to work independently and as part of a wider management team.

Desirable

- Advanced Excel and data analysis skills.

- Experience using, ticketing platforms or transport database systems.

Other essential requirements

Essential

- Commitment to equality, diversity and inclusion.
- Commitment to health and safety.
- Ability to travel throughout Lancashire and occasionally nationally.
- Flexibility to attend meetings outside normal office hours where required.
- Demonstrate Lancashire County Council values and behaviours at all times.

