**Bus Manager - Job Vacancy: -**

**Reports to: - Programme Manager**

**Direct reports: - Transport Manager**

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Climate Action Strathaven (CAS) is looking to recruit a Bus Manager to look after all aspects of our bus operations, including management responsibility for the Transport Manager.

CAS currently operates the 3C service connecting Strathaven & Stonehouse to Glasgow, using three 57 seater Mercedes Tourismo coaches. The service operates 17 return trips a day Monday to Friday, and 14 on a Saturday. The passengers are a mix of commuters travelling for work, students, shoppers and day trippers. In our first year of operation we carried over 50,000 passengers. In 2024 CAS successfully obtained a full National Bus Operators Licence.

During 2025 CAS sees the opportunity to expand the role of public transport in Strathaven, including adding additional services, and aspires for Strathaven to have *the best public transport links in rural UK.*

“People love public transport when it takes you from A to B quickly, comfortably and affordably. Given the option, locals are choosing the bus over the car.“

We are looking for an exceptional individual to help deliver on our ambition.

Key areas of responsibility will be: -

1. Overall management of bus activities
2. Customer service and satisfaction
3. Business Development
4. Management responsibility for the Transport Manager

**About you:**

* You will have a strong track record of delivering project objectives
* You will be capable of managing multiple tasks and taking these to completion.
* A confident individual who can work proactively to avoid issues arising, but also work reactively to quickly resolve those that inevitably will arise;
* Strong communication skills
* You will have a strong community focus, and awareness of environmental issues.
* Ideally you will have worked in a commercial and/or management role working up, developing and delivering new projects
* A key part of the role will be managing the Transport Manager to ensure regulatory compliance - ensuring compliance with drivers hours and vehicle maintenance. Although you will manage the Transport Manager on a daily basis, the responsibility for delivery of the regulatory compliance rests with the Transport Manager role
* You will engage confidently with a wide range of stakeholders – passengers, drivers, regulators, community, suppliers, mechanics, and others.
* You will work with CAS accountant to manage and report financial information relating to Bus Operations
* You will interrogate our systems (Ticketer etc) to produce passenger data which can be used to develop our services
* You will develop a working knowledge of the Ticketer system, to monitor travel patterns, passenger numbers and operate financial controls.
* If you already work within the transport sector this may be an advantage, but not necessarily so. Bringing a fresh perspective and a critical eye to our operations would be welcomed.
* You will be responsible for the preparation of the WEEKLY BUS REPORT and be responsible for its accuracy and timely delivery. The report for the previous week is to be provided to the CAS Programme Manager by 12 noon on Mondays. The Transport manager will be responsible to you for the elements that relate to regulatory compliance

**About the role: -**

**General**

* Full time – 37.5 hours per week
* By the nature of the role there will be an element of out of hours and weekend work - - operational hours are between 6am-10pm Mon to Fri and 9am-10pm on Saturdays.
* You will be expected to be part of an ‘on-call’ rota while the vehicles are on the road.
* You will report to the CAS Programme Manager
* The Transport Manager will report to you.
* You will ensure the smooth operation of bus processes, linking ticket sales and financial performance.
* Responsibility for monitoring and reporting financial performance
* You will be the main point of contact with SPT, Transport Scotland and Traffic Commissioner
* To carry out a wide range of ad hoc tasks, to ensure that the non-regulatory aspects of our operations continue to operate effectively and efficiently.
* Report to the Programme Manager, formally on a Monday with the weekly report, but also bringing other matters to their attention as required.

**Customer service and satisfaction**

* To develop and monitor Key Performance Indicators (KPIs) across all aspects of ‘the customer journey’ and our operations
* To develop and operate processes to obtain regular customer feedback
* To maintain outgoing Customer communications, through CAS facebook and other media
* To market the bus service(s) operated by CAS
* To ensure the buses are always clean

**Business Development**

* Investigate the potential to develop other routes to better serve locals in Strathaven, Stonehouse and surrounding villages
* Investigate the potential to introduce alternative innovative transport options, which help to deliver to CAS’s objectives
* Maximise other income by growing the casual rental market on Sundays (Tourismo), and other times (Minibus)

**Management responsibility for the Transport Manager**

* Although you will manage the Transport Manager (TM) on a daily basis, the responsibility for delivery of the regulatory compliance is the responsibility of the Transport Manager
* You will provide the necessary support to the TM to allow them to deliver on their responsibilities