

JOB DESCRIPTION



JOB TITLE: Project Delivery Officer
GRADE: 6
RESPONSIBLE TO: Projects & Delivery Manager (Transport)

JOB PURPOSE

Manage operating systems, apps and process customer bookings for transport services, including demand responsive transport and develop marketing campaigns to increase passenger growth, engaging with customers, suppliers, CEC commissioners and other stakeholders. Provide project support and demonstrate initiative and full understanding of company objectives, ensuring high standards and excellence in service delivery to enhance customer experience. Protect the reputation of services by planning and delivering internal and external communications and management of social media.

MAIN RESPONSIBILITIES

NO	
1	Develop system procedures and process/manage passenger bookings, payments and passes for demand responsive and other transport services. Oversee back-office systems and apps, working closely with technology providers and operational/fleet teams to ensure provision is customer-focused, accessible and services are running effectively.
2	Initiate the design of multiple campaigns to support brand promotion, service delivery and sustainability. Create and develop a suite of promotional materials and publicity information through use of specialist and standard software packages and oversee collateral developed by external providers.
3	Identify opportunities and assist managers to devise, prioritise and deliver services and initiatives, demonstrating full knowledge of company projects. Implement marketing campaigns and ensure provision of clear customer information through internal/external communications, stakeholder engagement and overseeing media relations and customer correspondence. Post holder is required to attend meetings and marketing events outside normal working hours (e.g. evenings and weekends) at various times through the year.
4	Advise on and influence communications to ensure consistent and clear delivery of information and effective communication methods/processes. Assist managers to develop, review and embed communication and social media strategies that are accessible to a wide-ranging customer base, including management of website content/updates and social media accounts to ensure clear information flow and the successful delivery of communication plans.
5	Collect, monitor and analyse data to inform service decisions and evaluate customer feedback to ensure excellence in customer service. Report to CEC commissioners on operations/progress, measuring outputs and success against project objectives and monitor operational risks, ensure GDPR compliance.
6	Support delivery of wider company projects, ensuring positive dialogue and working relationships with partner organisations, community groups and other stakeholders and prepare and present progress reports for senior managers. Undertake general administrative duties as required to support projects, colleagues and delivery of the team plan.
7	Forecast and monitor income levels, measuring against income targets and report to senior managers, company and project boards. Monitor and report budgets on a monthly basis and develop ideas to achieve passenger growth and to support sustainability.
8	Supervise administrators and any apprentices to ensure that tasks are carried out efficiently and the team meets the objectives set out in the unit plan.

Notwithstanding the detail in this job description, in accordance with the Company's Flexibility Policy the job holder will undertake such work as may be determined by the Senior Manager from time to time, up to or at a level consistent with the principal responsibilities of the job.