

**Transport Regulation Project Manager**

**Competition Information Booklet**

Please read carefully

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| **Position:** Transport Regulation Project Manager**Grade:** Engineer Grade II**Directorate:** Transport Regulation**Reporting to:**  Business Systems Planner**Location:** Blended work model with office location(s) in Dublin 2 The NTA is consolidating its office locations later in 2024 to brand new office space in Haymarket, Smithfield, Dublin 7 **Starting salary:** €71,793Closing date for receipt of completed applications:**12pm (noon) on Friday 2nd August 2024****Contact:** **ntacareers@rsmireland.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 Transport Regulation Project Manager. Successful candidates may be placed on a panel from which future vacancies may be filled.

**Duties and Responsibilities**

**Project Management**

* Work in a ‘business lead’ role within project teams on IT development projects, representing the various business teams within Transport Regulation Directorate.
* Manage end-to-end the CABS maintenance release stream for Transport Regulation.
* Input into project planning and project pipeline.
* Manage project dates and track deliverables.
* Monitor project costs, schedule and quality.
* Draft Charters, Project Initiation Documents and other project documents.
* Review and sign-off on system specifications.
* Develop test scripts and test plans.
* Manage test team; may include cross-departmental/inter-agency liaison.
* Lead and execute user acceptance testing.
* Obtain business signoff.
* Submit change requests to technical and change approval boards; present change requests and oversee release management.
* Liaise with PMO, internal and external stakeholders.
* Liaise with IT Security, ICT and third parties.
* Complete benefits realisation.
* Complete project closure reporting: lessons learned.
* Report to management throughout project lifecycle.

**Change Management - Projects**

* Manage requirements gathering and business analysis.
* Manage operational implementation and handover to business teams.
* Draft and carry out Business Operations Plans.
* Draft release documentation and training materials: user guides and standard operating procedures.
* Manage stakeholder communications.
* Complete end-user training.
* Liaison with other public bodies: Revenue, An Garda Siochana, Department of Transport.
* Oversee handover of projects to helpdesk support at deployment.
* Manage support of new systems/processes after rollout: systems issues and user support.

**Change Management - Support**

* Manage service patches and other emergency change through the support stream (helpdesk).
* Close liaison with Managed Service provider: embedded team.
* Business analysis of both small- and large-scale business/technical changes; work with teams to understand business needs.
* Complete data analysis and reporting as inputs into required changes.
* Develop knowledge of business operations to foresee and measure impact of system/technical changes.
* Liaison with NTA ICT, IT Security, suppliers and third parties.

**Managed services – Helpdesk Management**

* Management of Taxi Helpdesk service.
* Review of ticket queue, chase for resolution, prioritise fixes in line with business needs.
* Management of support stream: service patches and urgent releases.
* Act as business rep during outages and P1 issues.
* Manage delivery of service requests and incident resolution.
* Agree operational workarounds a required.
* Co-ordinate disaster recovery tests.
* Stakeholder communication.
* Liaise with/report to management.

**Managed services - contract management**

* Manage daily and weekly communications and reporting on services.
* Issues and escalations; input into quality processes.
* Track actions weekly, monthly and annually.
* Quality issue resolution.
* Monitoring of KPIs and SLA.
* Chair monthly operations meeting; compile agendas.
* Liaise with contract manager and owner (NTA).
* Provision of feedback: scorecards/performance reviews.
* Support audits as required.
* Input to request for tenders in line with OGP Guidelines.
* Tender evaluation.

**Note:** The functions and responsibilities initially assigned to the position are 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. Hold a minimum of an NFQ Level 7 qualification in a relevant discipline;
2. Have a minimum of 5 years’ relevant experience, including a minimum of 2 years’ experience managing people and/or projects;
3. Have demonstrable experience of Project Management framework and methodologies;
4. Have a proven track record in project delivery and change management;
5. Demonstrate excellent written and verbal communication and interpersonal skills; and
6. Have demonstrable experience of distilling technical and complex information into reports or communications for senior management.

**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. Be able to work on initiative without direction;
2. Have strong planning skills;
3. Have excellent decision-making skills;
4. Have excellent analytical, problem solving and follow-through skills; and
5. Be able to create positive working relationships and drive productivity.

**Remuneration**

**Salary Grade: Engineer Grade II**

**Salary Scale: €71,793, €73,434, €75,070, €76,714, €78,353, €78,789, €80,406, €82,083, €84,815 (LSI 1), €87,553 (LSI 2)**

**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).

**€68,305, €69,870, €71,420, €72,985, €74,543, €76,101, €77,652, €79,228,**

**€80,572 (LSI 1), €83,170 (LSI 2)**

**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:** 27 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 **ntacareers@rsmireland.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 Transport Regulation Project Manager; and
2. A comprehensive CV (not to exceed 3 pages).

Please note that omission of any or part of the 2 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 2nd August 2024. 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 **ntacareers@rsmireland.ie.**

**Transport Regulation Project Manager - Key Competencies**

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| **Team Leadership** | Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise |
| Provides clear information and advice as to what is required of the |
| Strives to develop and implement new ways of working effectively to meet objectives |
| Leads the team by example, coaching and supporting individuals as required |
| team Places high importance on staff development, training and maximising skills & capacity of team |
|  | Is flexible and willing to adapt, positively contributing to the implementation of change |
| **Judgement, Analysis & Decision Making** | Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors |
| Takes account of any broader issues, agendas, sensitivities and related implications when making decisions |
| Uses previous knowledge and experience in order to guide decisions |
| Uses judgement to make sound decisions with a well-reasoned rationale and stands by these |
| Puts forward solutions to address problems |
| **Management & Delivery of Results** | Takes responsibility and is accountable for the delivery of agreed objectives |
| Successfully manages a range of different projects and work activities at the same time |
| Structures and organises their own and others work effectively |
| Is logical and pragmatic in approach, delivering the best possible results with the resources available |
| Delegates work effectively, providing clear information and evidence as to what is required |
| Proactively identifies areas for improvement and develops practical suggestions for their implementation |
| Demonstrates enthusiasm for new developments/changing work practices and strives to implement these |
| Applies appropriate systems/ processes to enable quality checking of all activities and outputs |
| Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers |
| **Interpersonal & Communication Skills** | Builds and maintains contact with colleagues and other stakeholders to assist in performing role |
| Acts as an effective link between staff and senior management |
| Encourages open and constructive discussions around work issues |
| Projects conviction, gaining buy-in by outlining relevant information and selling the benefits |
| Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances |
| Presents information clearly, concisely and confidently when speaking and in writing |
|  | Collaborates and supports colleagues to achieve organisational goals |
| **Specialist Knowledge, Expertise and Self Development** | Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others |
| Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work |
| Focuses on self development, striving to improve performance  |
| **Drive & Commitment to Public Service Values** | Strives to perform at a high level, investing significant energy to achieve agreed objectives |
| Demonstrates resilience in the face of challenging circumstances and high demands |
| Is personally trustworthy and can be relied upon |
| Ensures that customers are at the heart of all services provided |
| Upholds high standards of honesty, ethics and integrity |