

**Performance and Analysis Manager**

**Competition Information Booklet**

Please read carefully.

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| **Position:** Performance and Analysis Manager  **Grade:** Engineer Grade I  **Directorate:** Public Transport Services  **Reporting to:**  Head of Public Transport Contracts  **Location:** Haymarket House, Smithfield, Dublin 7 with a blended working  model.  **Starting salary:** €83,272  Closing date for receipt of completed applications:  **12pm (noon) on Friday, 29th November 2024**  **Contact: careers@nationaltransport.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 Performance and Analysis Manager. Successful candidates may be placed on a panel from which future vacancies may be filled.

**The Role**

The successful candidate’s focus will be on achieving continuous improvements across all modes of public transport, bus, train and tram. The over-arching purpose of the role is to drive up operational performance through establishing and measuring key performance indicators that are balanced but achievable targets.

The primary functions of the role are to manage the collation, validation, analysis and reporting of:

* Operational Key Performance Indicators (KPIs); and
* Economic and Financial data for all Public Transport (Bus, Tram and Rail) services in Ireland that operate under contract to the Authority.

The Operational KPIs that the post holder is responsible for include:

* Kilometers operated/not operated (by cause);
* Reliability of Service - On-time performance and Excess Wait Time (EWT);
* Mystery Shopper Surveys;
* Customer Correspondence; and
* Fare Evasion Surveys.

The post holder will lead the development of further customer focused contract performance indicators that incentivise continuous improvements to service quality to support the delivery of contractual and departmental quality targets. The Reliability and Kilometre data is collected through Automatic Vehicle Location (AVL) Systems and the role will be responsible for interrogating the output from these systems, together with other customer service metrics, to identify and highlight areas of poor performance.

The Economic and Financial data that the post holder is responsible for include:

* Statistics relating to the Irish economy;
* Passenger and revenue trends and data;
* Maintenance and development of a comprehensive cost model; and
* Statistics for use in statutory documents, reports and publications such as Authority Annual Reports.

The Economic and Financial data is used to support:

* the management of contracts;
* the evaluation of value for money;
* decision making and post implementation evaluation of service changes; and
* decision making in relation to fare policy.

The successful candidate shall also be responsible for developing processes for managing objective reviews and of Operator performance including; mystery shopper surveys, fare evasion surveys, passenger loading surveys and other performance surveys/audits that may be required from time to time.

The successful candidate shall also be responsible for developing a data audit function of the reporting on non-operated Kilometres and other data submitted by transport operators and its implications for contractual payments and KPI results.

**Duties and Responsibilities**

* To manage the production of high-quality management information on Operational performance, measured against established quality of performance targets to support the management of Contracts and for inclusion in reports to internal and external stakeholders;
* To manage the production of high quality Economic and Financial information, for managing service changes to improve transport services and for inclusion in reports to internal and external stakeholders;
* Preparing reports and graphs on various key aspects of the performance of the transport networks, which are accurate and produced in a clear and concise style to support business decision making to improve performance. Developing reporting capability and to enable the dissemination of information in an easily understandable and actionable manner;
* Monitor and control the process of Operators reporting of kilometers, ensuring timely submission to the NTA in accordance with the terms of their contracts and, identify and investigate anomalies and quality issues with the submitted data, ensuring appropriate action is taken within prescribed timescales;
* Undertaking regular and ongoing analysis comparing actual against scheduled run times, to ensure schedules are fit for purpose;
* Developing and maintaining a route categorisation system to support the setting of route level reliability standards;
* Management of an operator appeals and a ‘data exclusion’ process, where service quality has been impacted by exceptional ‘force majeure’ type events;
* Managing the quality of delivery of contracts for mystery shopper surveys, fare evasion surveys and passenger loading surveys;
* To manage and develop the performance of team staff in an effective manner to ensure prompt and accurate provision of performance information to the business.;
* Working closely with technical teams to define technology improvements to support the production of further/more comprehensive operational performance data; and
* Supporting the delivery of Customer Service performance improvement initiatives e.g. to improve Cleanliness and driving standards.

**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 a NFQ Level 8 degree in a relevant numerical discipline, for example finance, mathematics, statistics, economics or engineering;
2. Have a minimum of 7 years’ recent satisfactory experience including 3 years’ managerial experience;
3. Extensive experience in the use of computer systems and the use of spreadsheets and database applications; working with trend analysis and large volumes of numerical data;
4. Proficiency in the distillation of technical findings and preparation and presentation of concise technical and financial reports;
5. Excellent research and analytical skills;
6. Excellent team leadership qualities and the ability to manage and motivate staff effectively;
7. High standards of numeracy, literacy with excellent verbal and written communication skills; and
8. Experience managing several different projects, prioritising appropriately and meeting key milestones on time and on budget.

**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. Previous experience working within transport sector;
2. A good understanding of the transport operating environment in Ireland, the NTAs statutory role and contracting regime;
3. Knowledge of public procurement in Ireland;
4. An ability to adapt to different situations and/or business needs;
5. Ability to think logically and explain concepts, produce reports and make presentations to senior staff and colleagues; and
6. Experience in the development of contract performance indicators and management of contracts focused on improving contractor performance and quality of services provided to customers.

**Remuneration**

**Salary Grade: Engineer Grade I**

**Salary Scale: €83,272, €85,887, €88,509, €91,123, €93,736, €96,845, €100,838 (LSI 1),**

**€103,935 (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).

**€79,162, €81,591, €84,081, €86,571, €89,049, €92,002, €95,366 (LSI 1),**

**€98,732 (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:** 30 days per annum. This leave is based on 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 **careers@nationaltransport.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 Performance and Analysis Manager;
2. A comprehensive CV (not to exceed 3 pages); and
3. A fully completed Key Achievements Form (attached).

Please note that omission of any or part of the 3 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, 29th November 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 **careers@nationaltransport.ie.**

**Performance and Analysis Manager- Key Competencies**

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| **Leadership** | Actively contributes to the development of the strategies and policies of the Department/ Organisation |
| Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise |
| Leads and maximises the contribution of the team as a whole |
| Considers the effectiveness of outcomes in terms wider than own immediate area |
| Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks |
| Develops capability of others through feedback, coaching & creating opportunities for skills development |
| Identifies and takes opportunities to exploit new and innovative service delivery channels |
| **Judgement, Analysis & Decision Making** | Researches issues thoroughly, consulting appropriately to gather all information needed on an issue |
| Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data) |
| Integrates diverse strands of information, identifying inter-relationships and linkages |
| Uses judgement to make clear, timely and well-grounded decisions on important issues |
| Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders |
| Takes a firm position on issues s/he considers important |
| **Management & Delivery of Results** | Takes responsibility for challenging tasks and delivers on time and to a high standard |
| Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances |
| Ensures quality and efficient customer service is central to the work of the division |
| Looks critically at issues to see how things can be done better |
| Is open to new ideas initiatives and creative solutions to problems |
| Ensures controls and performance measures are in place to deliver efficient and high value services |
| Effectively manages multiple projects |
| **Interpersonal & Communication Skills** | Presents information in a confident, logical and convincing manner, verbally and in writing |
| Encourages open and constructive discussions around work issues |
| Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors |
| Maintains poise and control when working to influence others |
| Instils a strong focus on Customer Service in his/her area |
| Develops and maintains a network of contacts to facilitate problem solving or information sharing |
| Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system |
| **Specialist Knowledge, Expertise and Self Development** | Has a clear understanding of the role’s objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation |
| Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities |
| Is considered an expert by stakeholders in own field/ area |
| Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role |
| **Drive & Commitment to Public Service Values** | Is self-motivated and shows a desire to continuously perform at a high level |
| Is personally honest and trustworthy and can be relied upon |
| Ensures the citizen is at the heart of all services provided |
| Through leading by example, fosters the highest standards of ethics and integrity |

**Performance and Analysis Manager - Key Achievements Form**

Having read through the key competencies and having considered the demands of the role, for each of the competencies below, please briefly demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date, and which clearly demonstrates your suitability for this position.

Your answer must highlight all elements of the STAR competency framework which is outlined below.

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| **S**ituation | Present a challenging situation you found yourself in |
| **T**ask | What did you need to achieve from the situation? |
| **A**ction | What action did you personally take to achieve this? |
| **R**esult | What was the result of your action? |

Please note, there is a maximum page count of **3 A4 pages at font size 10-12.**

The key achievements form commences on the next page.

**Performance and Analysis Manager - Key Achievements Form**

Please complete all sections of the form below.

**Where did you hear about this role (i.e. Publicjobs.ie, Irishjobs.ie, Irish Times, LinkedIn)?**

**Name:**

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| **Leadership** |
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| **Judgement, Analysis & Decision Making** |
|  |
| **Management & Delivery of Results** |
|  |
| |  | | --- | | **Interpersonal & Communication Skills** | |  | |
| **Specialist Knowledge, Expertise and Self Development** |
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