**Post Title:** Performance & Governance Officer

# **Department:** Transport & Mobility

**Grade:**  C

**Responsible to:** Head of Mobility Services

**Responsible for:**

# **Purpose:**

To support the Head of Mobility Services, the Mobility Services Team Manager and Assistant Director with monitoring mobility scheme contracts, and relationships with stakeholders including (but not limited to) TfL and the Rail Delivery Group. The role will help to ensure contracts are effectively monitored and negotiations with transport operators are serviced effectively. This role will be responsible for overseeing the overall governance of Freedom Pass and Taxicard contracts.

# **Principal Accountabilities:**

1. Advise colleagues, TfL and other external organisations on matters relating to the Freedom Pass and Taxicard schemes. Facilitating communication and ensuring alignment on priorities, deadlines, and requirements.
2. To keep abreast of issues relating to the mobility contracts and assisting with the development of mobility services.
3. To lead the coordination, development and administration of procurement and contract management, including early market engagement, tendering rounds, contract set-up and on-going contract management.
4. Manage the end-to-end contract lifecycle, including renewals, amendments, terminations, and archiving.
5. To be responsible for the monitoring of performance indictors (KPI’s), service level agreements and performance matrix to ensure contractors are performing against the required standards and where not appropriate action is taken.
6. Draft and serve appropriate notices where contractors fail to meet the required performance standards, quality and contract parameters over the life cycle of the contract. Ensuring any service credits are calculated and any resulting contractual penalties are levied against the contractors
7. Analyse performance data to identify trends, risks and opportunity for improvement
8. Lead and organise contractor and TM service performance reviews monthly/quarterly as appropriate. Also providing support and organising department meetings with stakeholders, namely CTMC, Rail Deliver Group DfT, ensuring actions from meetings are recorded and these are completed in line with any deadlines set
9. To manage and collate performance indicator statistics and CMS data for Freedom Pass and Taxicard. Assist the Head of Mobility Services in the drafting of performance and other reports.
10. Maintain contract governance documents i.e. risk registers, project plans, action plans and contract change notices. Also ensuring contractors are keeping business continuity plans and exit plans updated, and these are reviewed on an annual basis or appropriate timeframe.
11. Collaborate with T&M leadership team to align performance goals to service and organisation strategic priorities
12. To ensure confidentiality in dealing with scheme matters, paying particular attention to the personal data held on files relating to individual application and scheme financial details.
13. To carry out such duties within the context of those listed above as may be directed by London Councils management.
14. London Councils is committed to, and champions, equality, equity, diversity and inclusion in all aspects of policy and employment. All employees are expected to understand and promote equity, diversity and inclusion within their work.
15. Take care at all times to uphold health and safety at work for self and others. To observe London Councils Health and Safety policy and related procedures at all times.
16. To adhere to London Councils’ corporate policies, procedures, regulations and protocols including the Data Protection Act 2018 and financial regulations.
17. To uphold London Councils’ values the highest standards of ethical conduct in line with the expectations of a local government officer and to lead staff to adhere to such standards in order to uphold the reputation of London Councils and local government in London

**Person specification:**

1. A good knowledge of databases and spreadsheets, including the ability to design and produce original documents.
2. A good knowledge of CMS databases and reporting tools.
3. Ability to produce accurate records of meetings
4. Ability to produce and analyse data and summarise reports to contract managers.
5. Knowledge of the Freedom Pass and Taxicard schemes.
6. Able to demonstrate good oral and written communication skills.
7. Experience in customer relations, particularly in relation to liaising public sector bodies i.e. Boroughs, contractors and scheme members.
8. Ability to organise, prioritise and carry out work under pressure and to deadlines.
9. Able to demonstrate knowledge and commitment to equal opportunities.