



Confederation of Passenger Transport – Deputy Regional Manager

Job Title	Deputy Regional Manager (North of England)
Reporting to	Regional Manager (North of England)
Place of work	Home based with travel to regions and office as required
Salary	£40,000-£44,000
Type	Permanent

Working at CPT

Our values matter to us. They help us achieve what our members have asked us to and deliver our very best both individually and as an organisation. We are:

- ambitious to make things better for the passengers our industry serves
- inclusive in seeking out different perspectives and
- always there when our members need us

We ask every colleague to live these values as part of their role and ask managers to enable their teams to do so.

Role

CPT's newly established role of Deputy Regional Manager will provide resilience, additional experience and expertise, and capacity to the Regional Manager team in supporting members through the devolving operating environment.

The Deputy Regional Manager will work with the Regional Manager in delivering CPT's existing high standard of member benefits and services, as well as playing a key part in enabling the development and evolution of CPT's local intervention, support and impact surrounding the Devolution agenda and changing operating environment.

As a highly visible and externally facing member of the team, the Deputy Regional Manager will develop and maintain relationships with members and key stakeholders across the industry, and work with membership, operations, external relations and policy colleagues to ensure the delivery of good governance, membership benefits and achieve CPT's strategic objectives.

This is a challenging and rewarding role which will require a bigger picture outlook and a flexible approach to meet the needs of the business.

Nature of the Role

All of the following duties may at times differ between leading and supporting based on the requirements of the business and competency/capacity of the post holder. It is expected that the regional team will find situational based solutions as appropriate, for example, in one region the post holder may lead on the governance cycle for a defined period of time while in another region that may simply assist in organisation. This will be flexible and team led approach.

This role is not classified as an assistant or administrator, but as a deputy which will fully support the Regional team across all activity and at all levels, while ensuring that the Regional Manager maintains the solid grounding and relationships with members and stakeholders at all levels. It will be important that Regional Managers are not disengaged from the membership once the peak in Devolution focused work is passed.



Due to the nature of operating environment there will be heightened activity required in different areas over time, and the focus of the post-holder and split of resources is TBC.

Membership

Lead/support as required:

- Maintenance of Regional Governance and committees, including organisation and attendance.
- Development and delivery of Regional events, including Traffic Commissioner evenings and Dinners, across members, stakeholders, sponsors and commercial partners, working closely with the regional and central teams.
- Proactive high visibility engagement with members to maintain relationships and insight.
- Maintenance/sharing of regional information, including member details, local issues monitoring and evidence gathering to support collaborative work.
- Manage queries and requests from members and stakeholders and appropriately signposting or responding.
- Ensure management or appropriate escalation of any Member related issues.
- Work collaboratively to deliver lead generation, targeting and conversion activities.
- Work collaboratively to further develop and maintain the regional web pages.
- Support the member feedback cycle including member surveys
- Support the regional and central teams in media related enquiries and opportunities.
- Represent CPT at external events related to retention and recruitment.
- Support the central team and Supplier Commission in continued development of the supplier member offer including feedback and regional insight.
- Work with policy, operations, external relations and membership colleagues to disseminate appropriate policy, issues and initiative-based regional / member comms.

Stakeholder Engagement

Lead/support as required:

- Represent CPT at regional stakeholder events and meetings.
- Act as a key liaison for a range of stakeholder initiatives which include high level such as political engagement.
- Manage feedback and information cycles, including evidence reporting and representations from members.
- Maintenance/sharing of regional information, including member details, local issues monitoring and evidence gathering to support collaborative work.
- Manage queries and requests from members and stakeholders and appropriately signposting or responding.
- Local engagement for consultations and facilitation of wider CPT engagement.
- Coach Friendly destinations liaison with Coaching Manager.

Devolution Agenda

Lead/support as required:

- Development of the local issues and exemplars evidence base to support national a regional manifesto work.
- Convening and facilitating focus groups to determine local action/message
- Facilitation and engagement of members in consultations, collation and representation of members voice.
- Preparation and reporting of findings, evidence base and responses, including interpreting and presenting data
- Support the development and delivery of locally targeted 'asks' and 'narratives'
- Attend relevant partnership meetings with key stakeholders.

- To regularly review and foresee upcoming changes in local Government and political landscape

Other

- To feed into and support the development of systems and processes to support the continuous improvement of CPT.
- To deputise / stand-in for the Regional Manager as required.
- Any other duties within the competence of the post holder which they may reasonably be requested to deliver.

In common with the entire CPT team

- Work in harmony with colleagues and members, communicating in an open and courteous manner.
- Actively and continuously review all work-related activities and suggest areas for improvement.
- Follow all relevant Company policies and procedures.

Employee Benefits

- Access to private Medical Insurance scheme (following successful probation period).
- Pension scheme with an employer contribution of 8.5% (following successful probation period and with 2.5% employee contribution).
- Non-contributory death in service policy of four times basic salary.
- 25 days annual leave - increasing by one day each year following two full years of service (up to a maximum of 28 days).
- Bank Holidays in addition to annual leave allowance.
- 12 weeks paid Maternity Leave (must have 12 months continuous service as at the beginning of the 11th week before the expected week of childbirth and be entitled to receive SMP).