



Confederation of Passenger Transport – Coaching Manager

Job Title	Coaching Manager
Reporting to	Operations Director
Place of work	Home based with travel as required
Salary	£50,000-£55,000
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

The Coaching Manager will provide comprehensive support to the Operations Team across all its national functions, including the operations helpdesk and the preparation of operational updates and briefings.

The Coaching Manager will act as the primary liaison point for coach-related matters, supporting members and regularly liaising with external stakeholders.

The Coaching Manager will promote the coach sector by coordinating CPT led schemes, campaigns, and events that support and advance the interests of coach operators and the industry as a whole.

Nature of the role

The Coaching Manager will form part of an experienced and knowledgeable Operations Team, responsible for providing day-to-day support to members as well as engaging with a range of external organisations, representing and promoting the interests of the coach industry.

Duties range from providing coach-focussed operational updates for various CPT meetings and events, to representing members in discussions with major ports and airports, National Highways, local authorities, Border Force and many others.

Supporting members of all shapes and sizes, and working with a variety of stakeholders, this role requires adaptability, as well as a flexible approach to working hours and travel.

Key tasks and responsibilities

- Deal with the full range of member queries received by the CPT operations team and record these as appropriate. Provide an on-call service alongside colleagues outside of office hours.

- Engage with national and local government & agency officers and officials, and other stakeholders such as key airports, ports and tourism organisations in relation to coach matters.
- Conduct analysis, develop briefings, policy documents, consultation responses, and other reports for consideration by members. Revise these as appropriate and submit in advance of deadlines.
- Work with the Operations Manager to update resources relating to coach, including relevant pages of the compliance manual, as required.
- Provide administrative support for any CPT operations meetings covering coach or other operational matters including drafting of agendas and minutes, and liaison with meeting chairs. Chair any meetings when required.
- Coordinate interaction between UK and Scottish, Welsh or English Regional meetings relating to coach matters.
- Provide coordination or support for CPT events focussing on coach matters and coach-related schemes including 'coach friendly'.
- Alongside the Operations Manager, produce concise and accurate communications in relation to coaches and publish these across various media.

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 Operations Director 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).