



Lothian
Buses

Appointment of Managing Director



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Message from the Chair

This is a hugely exciting time for transport in Edinburgh and Lothian Buses is playing a central role. The population is growing, the economy is getting stronger and the transport infrastructure is developing all the time. Edinburgh Airport is expanding, a new Borders rail link is in place, the city's railway stations have been redeveloped and our sister company, Edinburgh Trams, is operating successfully. The Lothian Buses network links and enhances all of these developments and we too are investing in our services and our facilities.

We operate a young fleet of modern vehicles and have prioritised investment in new technologies to ensure that our customers have the best possible experience. We can confidently say that we are operating at the highest levels of performance and quality as the UK's most successful publicly owned bus company.

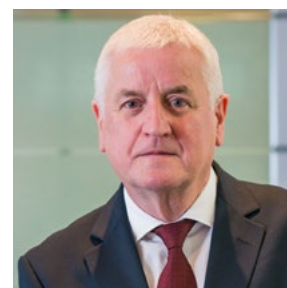
The business moves hundreds of thousands of residents and visitors around the city every day and drives the economy. It's our people who make this happen - they are passionate about what they do. This dedication and commitment results in some of the highest levels of customer satisfaction in the UK. This something we are very proud of but we know, that to achieve continued success, an ongoing and determined commitment to excellence and innovation is needed.

If you have the expertise and leadership qualities we are looking for then you may be the person to lead this company to further success.

Thank you for your interest in Lothian Buses.



Jim McFarlane
Chair, Lothian Buses



Our Organisation

Lothian Buses has a long history stretching all the way back to 1871. The company hasn't always driven buses under the same name, but services have always been operated to the same very high standards. Edinburgh Corporation Transport (ECT) was formed to operate the city's tramways, with the first open-top double decker bus arriving in 1922. Following local government re-organisation, ECT changed its name to Lothian Regional Transport (LRT) before becoming Lothian Buses in 2000. Publicly owned, the company's major shareholder is the City of Edinburgh Council (91%) with the remaining 9% held by Midlothian, East Lothian and West Lothian Councils.

Lothian Buses is the UK's best bus company and last year carried over 118 million passengers on a fleet of more than 700 modern, well maintained buses, all equipped with Wi-Fi and supported by the latest customer technologies. Performance levels are high and the company sits at the top of the tree when compared with other operators across the UK. Lothian Buses also operates the highly successful Airlink service to and from Edinburgh Airport, the Lothian Country Buses service which connects East Lothian and Edinburgh Bus Tours, which is a true Edinburgh success story and the third most popular paid-for tourist attraction in Scotland. Lothian Buses is committed to improving the environment in Edinburgh. The Company operates the largest fleet of hybrid buses (proportionately) outside London and will continue to invest heavily to achieve local and nationally set environmental targets.



Lothian Buses relies on the experience and expertise of its people who, every single day, provide residents and visitors with a first class service. This extends from the core values of the business which is intrinsic to both employee and customer engagement. We believe we are true to our values by being Passionate, Smart, Trusted and Innovative and we can look forward to even greater success and as importantly each of us will feel ever more proud, satisfied and happy in our work.

Edinburgh is a vibrant, resilient city that is predicted to grow over the next 20 years. There are exciting times ahead for transport in the capital and Lothian Buses in conjunction with Edinburgh Trams, as part of the Transport for Edinburgh Group, will impact on the success of the city and its surrounding areas. The overall objective for Transport for Edinburgh is to deliver on the City of Edinburgh Council's vision for a fully integrated public transport service that benefits the community and ensures citizens or tourists have the best experience of this dynamic city.

Background Information

You can find out more information on:

Transport for Edinburgh
transportforedinburgh.com

Lothian Buses
lothianbuses.com

Edinburgh Bus Tours
edinburghtour.com

Edinburgh Trams
edinburghtrams.com



Lothian Buses

Award-winning services throughout Edinburgh and in the city region

Key Facts

70 services in Edinburgh and the surrounding areas of Midlothian and East Lothian

350,000 passenger journeys per day

The company has a fleet of over 721 vehicles, all fully accessible and fitted with Wi-Fi

The average age of the fleet is just 4.9 years

The company employs over 2000 people, 1500 of whom are drivers

Although the Lothian Buses name has been used since January 2000, the company origins date to 1871

The company remains publically owned – the major shareholder being The City of Edinburgh Council

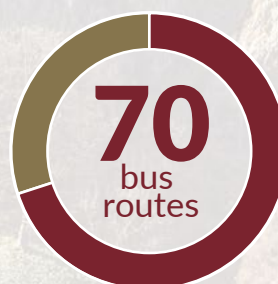




Lothian Buses in numbers



2.3m passengers per week



36,720
twitter followers



58,539
page views per day



721
buses



8,667
Facebook followers



2,788
active bus stops

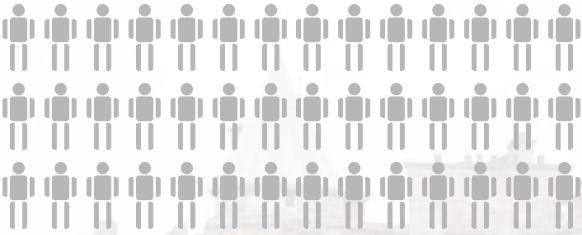


15,000
e-news subscribers

Edinburgh Bus Tours

A unique perspective on a unique city

Bus tours in numbers



10,000 passengers per week



2,206
twitter followers



2,436
page views per day



46
Buses



1,242
Facebook followers

Edinburgh Bus Tours provides five different experiences: Edinburgh Tour, City Sightseeing, Majestic, MacTour and Bus & Boat.

It employs around 170 staff including seasonal recruits

There is a fleet of 46 vehicles including 12 vintage vehicles used on the MacTour



The Opportunity

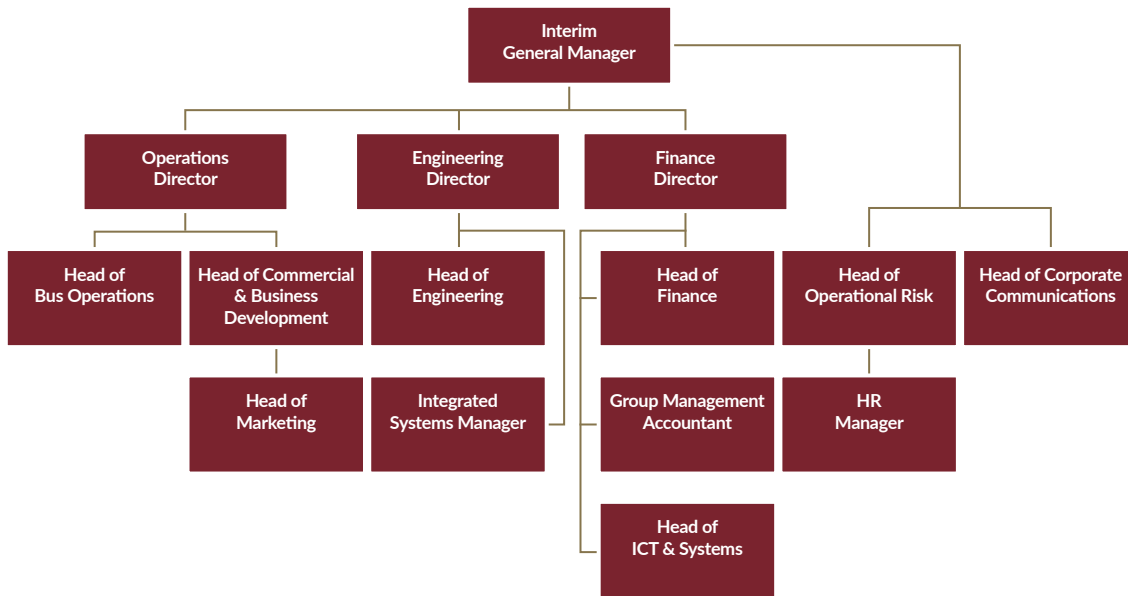
As Managing Director for Lothian Buses you will assume leadership responsibility for the strategic direction and day to day operations of the award winning Bus Company encompassing Lothian Buses, Edinburgh Bus Tours and Lothian Country Buses. With the immediate challenge of maintaining the commercial success of the Bus Company, you will build on the strong external brand and internal culture, refreshing this with innovation to align it with the new Transport for Edinburgh brand.

Having recently published its 2014 accounts, Lothian Buses is at an exciting point in its history having achieved record patronage and revenues. There is significant opportunity to reinvigorate the organisation through the recruitment of a new executive team. Driving leadership and performance throughout the organisation, you will also embrace Edinburgh Council' 2030 transport vision for integrated public transport and a seamless customer experience.

This future vision takes its lead from the Transport for Edinburgh board and as the MD for Lothian Buses you will contribute to the development of the City's transport strategy and guide the operational execution of the role Lothian Buses will play in the delivery of this vision.



Organisational Structure



The Role

The role is responsible for providing leadership for Lothian Buses and its subsidiary companies (Lothian Country Buses and Edinburgh Bus Tours), to ensure continued profitability, driving improvements in the customer experience and striving to continue and extend external and industry accolades.

Working as part of the Transport for Edinburgh (TfE) Group and in partnership with Edinburgh Trams and the wider TfE network, you will make a significant contribution to devising corporate strategy and operational capabilities that will deliver a fully integrated transport proposition for Edinburgh, ultimately delivering sustainable growth and profitability.

Leadership & Management

- **Create a dynamic and “fit for purpose” organisational structure, developing and leading your senior management team to deliver against key organisational goals, whilst embracing and driving through continuous business improvement**
- **Prepare and agree annual performance objectives with direct reports to ensure that success is driven and promoted throughout all business divisions**
- **Provide strategic leadership in pursuit of corporate objectives that are in line with stakeholder objectives**
- **Oversee the delivery of Lothian Buses “shared service” provision (supporting Edinburgh Trams and TfE), monitoring performance against agreed SLAs and managing internal and external expectations**
- **Ensure that relationships with the national and local political structures are managed effectively**



- Ensure that the community and media relations are confidently managed
- Develop and maintain good relationships with key stakeholders including TfE, the council, industry bodies and consumer groups etc
- Lead organisational employee relations (including trade union), ensuring effective arrangements throughout the organisation for employee engagement and business awareness by motivating employees to meet organisational targets and embrace business opportunities
- Providing the motivation and the lead for the organisation to keep pace with the ever-evolving needs of the city, its residents, visitors and the business community
- Take a leadership role in driving further innovation in ticketing, communication, including social media and wider aspects of the customer experience, in collaboration with the wider TfE Group

Strategic Planning

- Develop effective strategies for the delivery and sustainable growth of public transport services across Edinburgh and the Lothian's ensuring that all stakeholders transport strategy objectives are met within affordable boundaries
- Implement and maintain the business strategy through the 3 year planning process including Board approval
- Engage with the Board and the relevant departments to ensure the adoption and delivery of corporate plans, projects and KPI's
- Ensuring high quality, affordable, sustainable, reliable and safe public transport services within Edinburgh and the Lothians



- Ensure the bus fleet and its property portfolio are managed to deliver maximum strategic and operational benefit
- Ensure, that whenever possible, the 'talent pool' is developed and sufficient to meet customer and future identified requirements

Governance

- Maintain a fit for purpose Corporate Governance Framework suitable for a large commercial organisation which takes account of board and public sector accountabilities and the company's operating licensing requirements at all times
- Ensure that effective processes exist to control costs, budgets and capital expenditure
- Maintain and improve the systems, vision and facility to identify all principal risks and uncertainties relevant to the business, and the development of appropriate risk management strategies
- Ensuring the continued development and effective implementation of the organisation's safety and risk management policies and practises including the provision of assurance to the board and its committees as appropriate
- Ensure IT is secure and robust, maximising the potential benefits of digital technology and new media (including phone and ticketing apps) to inform strategic development and service improvement
- Ensure high quality standards and practices in all project management, contract and purchasing processes



Candidate Profile

An innovative, solutions focused and visionary business leader, you will have experience of driving organisations to deliver complex operational and financial targets and be able to demonstrate a record of achievement in relevant senior posts. With exceptional communication, negotiating and influencing skills, you will lead the organisation through significant organisational change contributing to the aim that by 2030 Edinburgh's transport system will be one of the **greenest, healthiest and most accessible** in northern Europe.

Experience

Essential

- Consistent achievement in leadership of strategy, planning, implementation and control, at senior executive level
- A track record of financial success and effective accountability in a complex and high profile business context
- Experience of successfully driving organisational change from inception through to conclusion
- A track record of growing a strong corporate performance culture - establishing an innovative and effective performance and service quality evaluation
- Proven track record in maintaining a fit for purpose Corporate Governance Framework suitable for a large commercial organisation which takes account of Board and stakeholder accountabilities



- Successful partnership working, specifically the ability to effectively engage with and manage relationships with high profile political, business and cross-jurisdictional parties
- Evidence of continuous professional development and have recently successfully operated at executive level for a significant period within a major or complex organisation
- Demonstrable commitment to the promotion of equality and diversity in both employment and service delivery, demonstrating personal leadership
- Experience in public transport, or in a sector providing mass market, high profile service delivery in a multi-site organisation

Desirable

- Experience of working in both the private and public sector
- A relevant Master's degree or an equivalent post graduate qualification
- Experience of leading within a unionised environment



Personal Attributes

- An inspirational leader with the necessary understanding, vision, experience and political awareness to provide clear and dynamic leadership in the strategic development of all aspects of an integrated transport system
- Ability to influence with effective skills in persuasion and communication internally and externally
- Strong intellect and commercial acumen, a pragmatic problem solver. Intellectual flexibility and agility to move easily between significant details and the bigger picture
- Exceptional communication, interpersonal, negotiating and influencing skills
- Open, supportive and visible management style which earns the confidence and respect necessary to effectively deliver the agenda on major change
- Charismatic and inspirational, able to negotiate, influence, motivate and generate teamwork among a group of highly experienced individuals
- A catalyst for change where necessary with a willingness to challenge convention
- Absolute personal integrity- the public profile of the organisation is of paramount importance
- Ability to build and maintain effective relationships with diverse range of internal/external stakeholders
- Willingness to listen and take opinions of internal and external stakeholders into account



Remuneration

The base salary and package offered will be competitive and structured in an appropriate way reflecting the appointed candidate's experience, background and circumstances.

Recruitment process

The recruitment for this position is being managed by advising consultants, Livingston James. Interested candidates should contact Douglas Adam at: douglasadam@livingstonjames.com

All third party applications, enquiries and direct approaches to Transport for Edinburgh will be referred to Livingston James.

For further information please visit:

<http://www.ljg-jobs.com/lothianbuses/>

Timetable

Closing date for applications
4th October 2015

Shortlist meeting
27th October 2015

Panel Interview
w/c 9th November 2015





Lothian Buses
55 Annandale Street
Edinburgh EH7 4AZ



The recruitment process for this position is being managed by advising consultants Livingston James.
www.livingstonjames.com