

# Audit and Compliance Manager

INFORMATION PACK



# Welcome

**With 11 miles of beautiful coastline and a population of 140,000, local public transport services are very much in demand across Blackpool and the Fylde Coast.**

Our world-famous tramway and local network of bus services are enjoyed by over 18 million users every year. Providing key travel links between neighbouring towns up and down the Fylde Coast, our services link the fishing port of Fleetwood with the historic market town of Poulton-Le-Fylde, the ever-popular Lytham St Annes, Cleveleys, Bispham and many others.

Regeneration and investment around the town has never been more prevalent with the world-famous illuminations continuing to grow year-on-year, alongside innovative and exciting new businesses entering the resort including Backlot Cinema, a new Holiday Inn and Marco Pierre White restaurant, the new DWP offices and of course, the Multiversity.

Within an hour's drive of the Lake District and situated next door to the charming town of Lytham St Annes with its miles of golden sand dunes and host to the famous Lytham Festival, it is clear to see why Blackpool is a sought-after place to live and work.

Transport links are excellent, with the town being served by motorway links and five train stations, of which Blackpool North is at the heart of the brand new £200m Talbot Gateway Central Business District scheme to regenerate the north area of the town centre. The Gateway links over 1.9 million people with our extensive tram network.

Accommodation remains competitively priced with a wide and appealing range of properties. Whether it's a Victorian Home or a large family new build, there are an abundance of housing options spanning the breadth of the coast.

Home to some of the country's best-loved attractions such as the iconic Merlin Entertainments portfolio, the UK's largest indoor waterpark and evening theatre venues offering, including a stellar line-up of touring West End stage shows, there has never been a better time to come and work in Blackpool.



As we enter Blackpool's 2024 Tourism season, we have placed ourselves prominently before our residents, visitors and future employees and customers. Following a re-imagining of our bus network in January, getting around the Fylde Coast is simpler, more reliable and accessible than ever before. Our network of services is something we are very proud of providing for our customers, and in 2024 we look to take Blackpool's public transport offerings to the next level with the opening of our North Station Tramway service in the Spring.

Our people and our customers are the life blood of everything that we do and we continuously use their feedback and ideas to build our business development plans. As Blackpool Transport transforms and invests during the next 5 years and beyond the role of Head of Organisational Development will be critical to ensuring we have the right talent and succession plans in place to deliver a net zero transport operation on The Fylde Coast by 2030.

Thank you for your interest in working for Blackpool Transport Services Limited. We wish you every success with your application.





## About us

### **Our Buses operate from our Rigby Road Depot.**

Our large multi-skilled engineering team maintain our fleet of buses on-site. The fleet are Euro 6 which is the sixth latest directive set by the EU to help reduce the level of harmful pollutants produced by new vehicles.

Rigby Road is also the home of our Head Office admin teams which include Bus Operations, Organisational Development, Finance, Payroll, Health and Safety, CCTV, Training and Marketing.

We also have a town centre facility on Market Street in the heart of Blackpool Town Centre where most of our drivers take their breaks. The space offers a canteen facility, rest area and paying in facilities. Seen as the hub of activity for our driving team, Market Street also hosts on-hand Operational Managers and our Customer Experience Team, providing support and information to our Customers and Bus Drivers.

### **Our Fleet of Flexity Trams Operate from our Starr Gate Tram Depot**

Our modern light rail fleet of 18 Bombardier Flexity trams carries more than 5 million customers each year. The state-of-the-art depot at Starr Gate was built in 2012 when the entire tramway underwent a complete regeneration. It houses canteen facilities for our tram crews, a comprehensive training suite including a tram driving simulator and a team of multi skilled engineers who keep us on track.

Our unique Heritage operations allows us to run both Heritage and modern light rail trams together on the same tramway, an operation which is celebrated and unique to Blackpool.



## Job Description

Title:	<b>Audit and Compliance Manager</b>
Job Location:	<b>Blackpool Transport Services, Rigby Road, Blackpool</b>
Reporting to:	<b>Head of Safety and Facilities</b>
Salary:	<b>£33,000 to £35,000 dependent upon knowledge, skills, and experience</b>

### **A word from our Managing Director, Jane Cole**

*Our ambitious 2025-2029 Business Plan is based on 5 core strategies that will take our business into a new era in terms of framework, processes, and risk mitigation.*

*Our employee and customer safety is at the heart of everything we do at Blackpool Transport as we encompass new structures, accountability mechanisms, and compliance with regulations.*


*If you feel you have drive and enthusiasm to be part of our journey and are excited by our business plan and commitment towards a better future through sustainable public transport, then it would be great to hear from you.*

### **About the Role:**

The Audit & Compliance Manager will work across the organisation to foster a culture which places the company values at its core. This role is a vital conduit between improving operational risk management and transformational safety improvement.

This role is pivotal to driving continuous culture change activity across the business and the successful applicant will be a visible and vibrant role model for continuous quality and business continuity improvement.

## Key Deliverables:

- Working with our Head of Safety to develop a “Just” safety culture through challenge and improved management systems and practices across the business.
  - Implement health and safety measures and adjust business continuity plans to limit risk and prepare for any environmental, information and security, regulatory and operational and technology incidents.
  - Drive the further development of Blackpool Transport systems and policies to meet legislation requirements and foster best practice.
  - Support the implementation of business continuity, (RM3) Risk management maturity model and improved quality assurance systems for our transport operations.
  - Review risk registers regularly to ensure they are compliant with the business plan objectives and any new legislation.
  - Establish and quantify the organisations “risk appetite” and report risk in an appropriate way for different audiences so that they understand the relevant risks to their part of the business.
  - Conduct audits of policy and compliance to regulatory and internal policy standards and make recommendations for continuous business improvement.
  - Drive a comprehensive employee engagement programme to cultivate advocacy and engagement in our safety policies and procedures.
  - Provide support, education, and training to staff to build risk awareness within the organisation.
  - Build strong business relationships with external agencies in the public transport sector to lead on best practice initiatives and safety and internal control improvement projects.
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<b>Qualifications</b>	<b>Essential/Desirable</b>
ISO Internal Auditor	<b>Essential</b>
Leadership/Management qualification	<b>Essential</b>
Coaching qualification or willingness to work towards	<b>Desirable</b>
<b>Knowledge, Skills, Experience and Behaviours</b>	
Detailed knowledge of industry best practice and compliance standards including understanding and application of governance frameworks, relevant methodologies, and knowledge of emerging practices	<b>Desirable</b>
Experience in conducting audits against ISO 9001, 14001, and/or 45001	<b>Desirable</b>
Qualification or relevant demonstrable experience in coaching and leading a team	<b>Desirable</b>
Evidence of significant continuing professional development	<b>Essential</b>
Interpersonal, communication and presentation skills	<b>Essential</b>
Demonstrable experience in change management processes and procedures	<b>Essential</b>
Problem solving and decision-making abilities	<b>Essential</b>
Ability to work without supervision, providing specialist advice and working to tight and often changing timescales	<b>Essential</b>
Ability to influence and maintain effective working relationships with individuals at all levels	<b>Essential</b>
Excellent planning and organisation skills with the ability to prioritise tasks for optimal personal and team performance	<b>Essential</b>
Evidence of planning and delivery of programmes, projects, and services on time	<b>Essential</b>
Highly developed communication skills with the ability to communicate on highly complex matters and difficult situations	<b>Essential</b>
Works across boundaries, looks for collective success, listens, involves, respects, and learns from the contribution of others	<b>Essential</b>
Strong I.T skills including MS Word, Excel and Power Point	<b>Essential</b>
Ability to produce well-written and concise reports in a clear and logical way with strong attention to detail	<b>Essential</b>
Commercial awareness and the ability to understand broader business issues	<b>Essential</b>
A proactive approach to work, in terms of suggesting changes and improvements to processes and systems	<b>Essential</b>
Experience in Light Rail	<b>Desirable</b>

# Employment Package

## Location

The role is based at Rigby Road Blackpool, FY1 5DD and will include visits to our other sites in Blackpool and occasional stakeholder visits in the UK.

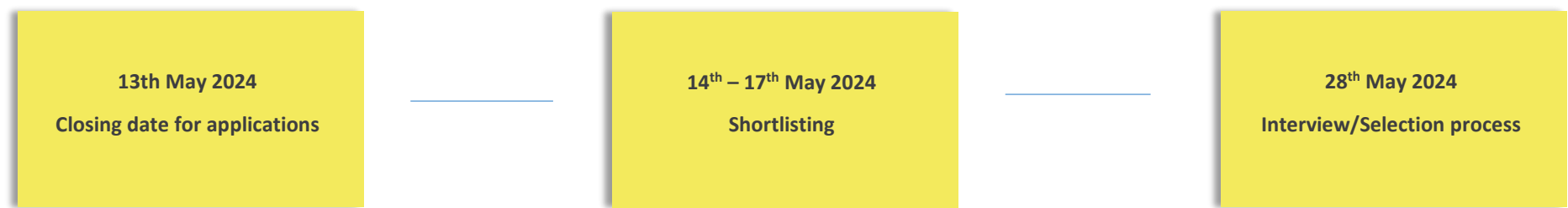
## Salary

The salary for this post is negotiable dependent on experience and qualifications and is between £33,000 and £35,000.

## Benefits

BTS offers a contributory pension scheme, a generous annual leave allowance and free transport on all Blackpool Transport services.

## Recruitment Timetable





# Our Business Strategies

## Safety and the Environment in our community

Our strategy is to provide service excellence which is innovative, sustainable and safe for everyone

## Growth

Our strategy is to react to the changing demographics of the Fylde Coast to continue to grow our business

## Heritage

Our strategy is to continue to preserve and operate our Heritage Trams and work with partners to Implement Tramtown

## Customer Focus

Our strategy is to listen to our customers to deliver a transport service that meets the needs of our community and adapts to our changing environment

## Organisational Development

Our strategy is to Attract, recruit, develop and retain the right people to sustain the future success of our business



To connect people, businesses, and communities to a better future – through sustainable public transport



By 2025 Blackpool Transport will be the most reliable and sustainable mode of travel on the Fylde Coast

