

Head of Organisational Development

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 likes of the famous 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.



Company History

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:	Head of Organisational Development
Job Location:	Blackpool Transport Services, Rigby Road, Blackpool
Reporting to:	Director of Organisational Development
Salary:	£55,000 to £60,000 dependent upon knowledge, skills and experience

A word from our Director of Organisational Development, Karen Cooper

Our ambitious new 2025-2029 Business Plan is based on 5 core strategies including Organisational Development and will take our business into a new era in terms of culture change and sustainability.

Our employees and customers are at the heart of everything we do at Blackpool Transport. We continue to attract, recruit and retain the best people to sustain the future success of our business.

If you would love to be part of our journey and are excited by our mission to connect people, businesses, and communities to a better future through sustainable public transport it would be great to hear from you.

About the Role:

The Head of Organisational Development will work across the organisation to foster a culture which places the company values at its core. This role is a vital conduit between operational HR matters and transformational business 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 the Blackpool Transport brand.

Key Deliverables:

- Lead and develop the Organisational Development team to drive culture change through challenge and improved people management practices across the business.
- Expertly manage the workload of the Organisational Development team to ensure high levels of consistency, equity, efficiency, and quality relating to all HR and Learning & Development matters, to include recruitment, career pathways, diversity & equal opportunities, policy & procedure development, governance, and succession planning.
- Drive the further development of Blackpool Transport policies to meet legislation requirements and foster best practice.
- Act as an expert advisor on current Human Resources related initiatives including changes to employment law and equality and diversity matters.
- Take a risk-based approach to employee relations challenges to achieve timely, fair and effective resolution whilst mitigating detrimental outcomes.
- Create a range of support services for Blackpool Transport employees to enable consistency relating to casework matters.
- Implement an employee relations monitoring programme based on trends and patterns and focussed on continuous business improvement.
- Design evidence-based workforce planning to identify gaps and pressure points and provide solutions to achieve strategic objectives.
- Lead on new projects to enable people-centric management activity and engender a coaching style of leadership.
- Build and maintain excellent working relationships with BTS Managers to embed a culture of high performance and alignment to the BTS Mission, Vision & Values.
- Ensure that the optimum training and development opportunities are provided across the organisation based on internal and external customer feedback.
- Further develop the Blackpool Transport brand to become an employer of choice to attract and retain excellent talent.
- Develop and implement innovative initiatives to attract and retain a wide range of employee demographics.
- Drive a comprehensive induction and employee engagement programme to cultivate advocacy and engagement throughout the employee lifecycle.
- Build strong business relationships with external agencies in the public transport sector to lead on best practice initiatives and customer service improvement projects.

Qualifications	Essential/Desirable
CIPD Level 7 or significant Employment Law/casework experience at a senior management level	Essential
Leadership/Management/ qualification	Essential
Coaching qualification or willingness to work towards	Essential
Knowledge, Skills, Experience and Behaviours	
Highly developed leadership and people management skills	Essential
Strong change management experience	Essential
Extensive knowledge of current Employment Law and emerging changes	Essential
Significant recent employee relations casework experience	Essential
Coaching style of leadership	Essential
People centric approach to problem solving	Essential
Customer focussed	Essential
Experience of tailoring and developing teams	Essential
Ability to work collaboratively across complex teams	Essential
Effective influencer	Essential
Calm and diligent approach to competing priorities	Essential
Extensive stakeholder relationship management	Essential
Report writing & presentation skills to Directors and senior stakeholders	Essential
Strong I.T skills including MS Word, Excel and Power Point	Essential
Analysis and interpretation of complex data	Essential
Project management including risk	Essential
Professional coaching experience	Essential
Process Mapping	Desirable

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.

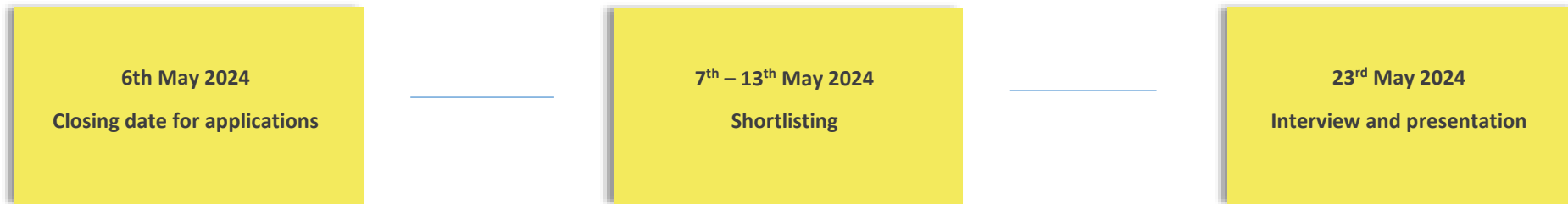
Salary

The salary for this post is negotiable dependent on experience and qualifications and is between £55,000 and £60,000.

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

