

Job Title	Traffic and Transport Manager
Department:	Operations Department
Responsible To	Head of Security
Responsible For	<i>No direct line management but postholder is responsible for overseeing third part contractors on site</i>
Overall job purpose	To support the management and effective delivery of Estate Traffic, Transport and Car Park contracts across site ensuring the provision of a safe and compliant environment for all stakeholders.
Key internal relationships	The postholder is expected to develop good working relationships across all operational teams
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Support the Head of Security and Traffic to manage the procurement of relevant contracts. Co-ordinate the alignment of contracts to promote synergy and collaboration across contractors ensuring best value and the highest standards of delivery, engagement, and customer experience. 2. Manage contract delivery including monitoring and reporting Key Performance Indicators against agreed Service Level Agreements. 3. Planning and delivery of all aspects of traffic and transport management to ensure event and leisure operations are adequately resourced and are appropriate and proportionate to the risk associated with operations, activities and events across the estate. Providing a secure environment for clients, customers, staff and contractors. 4. Working with contractors to develop and maintain robust policies, standard operating procedures and processes. Aligning with AP's wider policies and procedures and promoting best practice. 5. Development, review and delivery of internal and third party operational and tactical plans across Traffic and Transport teams. Identifying associated risks and key areas for improvement. Ensuring alignment with organisational objectives and legislation and communication with relevant stakeholders 6. Act as the lead for communications with Zone Ex stakeholders for all Traffic and Transport matters. 7. Ensure all members of the team and key contractors have the appropriate level of awareness and training across emergency and site procedures in line with regulatory, statutory, legislative requirements and duties. 8. Integrate and embed a Venue Management Vehicle Access control system to deliver efficiencies and improvements to ways of working. 9. Chair local Transport stakeholder forum (rail networks, bus, council, TFL)

	<p>10. Develop an efficiency saving model to reduce wastage across the Traffic and Transport remit.</p> <p>11. Mandatory attendance at events for the purposes of audit and quality control and training of the Traffic and Transport management contractors.</p>
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Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications / Memberships</p> <p>Educated to GCSE or equivalent with a C or 4 in English and Maths</p> <p>Qualification in Traffic and Transport and Security management or crowd safety or significant vocational experience</p> <p>SIA accredited</p> <p>Experience</p> <p>Experience of managing Traffic, Transport and Security contracts within a live entertainment, leisure, heritage, and or public access site</p> <p>Comprehensive understanding of Traffic and Transport Management</p> <p>Experience of managing budgets</p> <p>Skills and Knowledge</p> <p>Excellent verbal communication skills</p> <p>Strong written communication skills with the ability to write reports, policies and procedures.</p> <p>Demonstrate ability to be an exceptional team player.</p> <p>Flexible and proactive approach with excellent Customer Service Skills</p> <p>Strong time management skills and the ability to work under pressure.</p> <p>Able to solve problems with confident and effective decision-making skills, common sense approach.</p>	<p>SIA CCTV accredited</p> <p>Membership of Security Institute</p> <p>NEBOSH / IOSH qualification</p> <p>NVQ level 4 Spectator Safety Management</p> <p>First Aid at Work</p> <p>Considerable experience of managing security within an events environment) with capacities of over 5,000</p> <p>Experience of overseeing a Traffic and Transport management contract</p> <p>Knowledge and understanding of Alexandra Park and Palace's events.</p>

	Knowledge of security event industry best practise and evidence of continued professional development	
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DIMENSIONS

Financial responsibilities

Responsible for ensuring best value for all contracts.

Budget Management. Required to create fully costed staffing deployment orders. Updating P&L and undertaking Purchase Orders as required.

People management responsibilities

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team.

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative.
2. We are Bold.
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful.

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 3 (of 4) and therefore should be demonstrating behaviours at **level 3**.

1. We are **COLLABORATIVE**.

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”.

	We Will	We Won't
Level 3	<ul style="list-style-type: none">• Work closely as an SMT even when under pressure• Actively share information and knowledge across our teams• Seek the opinions of other teams at the start of projects and where work crosses over• Arrive at meetings prepared and ready to actively input• Pro-actively support others – don't wait to be asked• Get out of the office and talk to people more• Communicate more often using a range of channels	<ul style="list-style-type: none">• Withhold information• Cut others out of important discussions• Think our work is more important than that of other teams• Be afraid to ask for help from other teams

2. We are **BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 3	<ul style="list-style-type: none">• Continually evaluate processes, systems and other ways of working• Actively research, benchmark and network more often – keeping up to speed with new trends• Act as pioneers - pushing the boundaries in innovative entertainment and experiences• Encourage and enable the ideas of others by demonstrating interest and excitement• Actively support others through change	<ul style="list-style-type: none">• Be afraid to try new ideas, push boundaries, take risks and try new ways of working• Take the safe short-term work arounds• Be intimidated by a difficult and challenging change• Ignore or dismiss other people's ideas without exploring• Assume the way it is done now is the right way• Create a culture where blame is tolerated

3. We are **OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
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Level 3	<ul style="list-style-type: none"> • Act as a role model for others - treating everyone with respect and valuing their contributions • Encourage the heart by knowing our people and acting with kindness, empathy and positive intent • Do what I say I will – on time and to quality • Act transparently • Challenge and address behaviours when they are out of line with our values 	<ul style="list-style-type: none"> • Tolerate any exclusion or discrimination at an individual or team level • Forget to involve those I find it “harder” to work with • Act defensively • Talk down to people
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4. **We are PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won’t
Level 3	<ul style="list-style-type: none"> • Demonstrate visible energy and enthusiasm • Talk about and expect quality • Bring more fun to our meetings and internal events • Focus on the positives and achievements more often • Encourage, inspire, develop and build individuals and teams • Address negativity through encouragement, development, feedback and coaching 	<ul style="list-style-type: none"> • Lose heart when things go wrong • Allow negative behaviours to go unaddressed

5. **We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won’t
Level 3	<ul style="list-style-type: none"> • Engage with new stakeholders, experts, partners and audiences • Focus on reducing costs and waste, improving use of all resources • Look for economies of scale across the organisation • Ensure value for money in everything we do • Create time and opportunities for problems to be solved • Encourage and coach my team to come up with solutions 	<ul style="list-style-type: none"> • Ignore waste and poor use of resources across the organisation • Solve problems that our team could solve themselves