

TMS Transport Made Simple

Commercial Manager East Anglia

The Transport Made Simple Group is an independently owned collection of bus and coach operators, delivering high quality passenger transport solutions enabled by the latest technology. We're a team of 350 professionals, with a fleet of 200 minibuses, buses and coaches, operating from 12 strategically placed depots across the East Midlands and East of England.

We've recently secured a prestigious contract with Norfolk County Council to operate part of the Norwich Park & Ride network, so we're looking to appoint an experienced bus industry professional to oversee this service, and provide commercial support and oversight at our Simonds and Flagfinders operations covering Norfolk, Suffolk and Essex.

The role will be based from our modern, purpose-built Diss depot, with some local travel required throughout East Anglia, and occasional trips to our Loughborough HQ.

Reporting directly to the Managing Director, this role is a great opportunity for an experienced commercial officer to develop their career, or it could be a fantastic next step for a commercial manager who wants to show that they have the ability to plan, mobilise and manage high frequency urban passenger transport services, alongside critical rural and contract services connecting isolated communities to education, employment and medical care.

We're looking for:

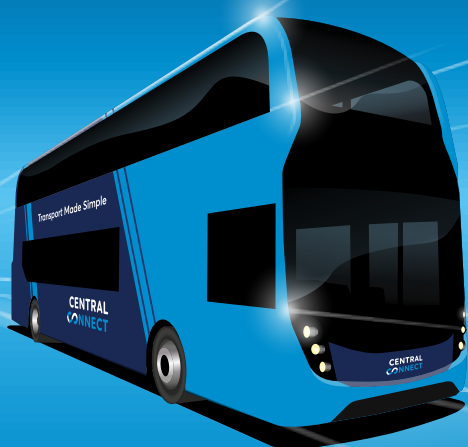
- 📍 Wide ranging experience in scheduling and network management.
- 📍 Excellent project, contract management and stakeholder engagement skills.
- 📍 A thorough understanding of how local bus services operate in the UK.
- 📍 Very high levels of attention to detail and accuracy.

We can offer:

- 📍 A competitive salary of £50-55k, depending on experience.
- 📍 Financial support for relocation if required.
- 📍 Apple iPhone and Macbook for work & personal use.
- 📍 Free travel on all of our services for you and your family, as well as high street discounts.

Day to day, we'll give you autonomy and responsibility, and ask you to:

- 📍 Oversee the planning of the Simonds and Flagfinders local bus networks, undertaking network design and scheduling, and using bespoke scheduling software to prepare crew and vehicle duties.
- 📍 Prepare, and present to the Managing Director, a monthly route costing document to demonstrate the financial performance of every Simonds and Flagfinders local bus route (including contracted non-local bus services as appropriate, e.g. home to school transport services).
- 📍 Oversee the operation of the Norwich Park and Ride network from the Harford and Postwick sites, working closely with our Operations team to ensure excellent service delivery and liaising with our Product Delivery Manager to ensure high standards of on and off bus publicity.
- 📍 Act as a principal point of contact for Norfolk County Council in relation to Park and Ride, resolving queries as they arise and supporting the growth and development of the service.
- 📍 Implement, and oversee, a regular programme of service punctuality monitoring, and make adjustments to the network as required, to ensure that service punctuality is in line with the expectations of the Traffic Commissioner.
- 📍 Develop, and maintain, exceptionally strong working relationships with a range of key clients and stakeholders, including local authorities, housing developers and schools, colleges and universities, acting as a point of contact and resolving or referring/escalating issues as required.
- 📍 Oversee the management of commercial technology systems, including the Ticketer (Simonds) and Tixiom (Flagfinders) ETM systems, Webfleet real time vehicle tracking and other applicable systems as may be introduced from time to time, ensuring high levels of device uptime and working with Operations and Engineering colleagues to ensure that faults are promptly reported, and rectified.
- 📍 Oversee Simonds' and Flagfinders' destination blind and next stop announcement estate, ensuring that all vehicles are correctly programmed for the work that they are undertaking at all times.



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