

Cumbria Combined Authority Role Profile

Post Title: Enhanced Partnership Manager
Date: July 2026
Term: Permanent
Tier Level: Three
Grade: 15
Reports to: Assistant Director for Transport Policy

Purpose of the Role

Lead the day-to-day management, development and delivery of Cumbria's Enhanced Bus Partnership, working collaboratively with bus operators, constituent authorities, communities and government partners to improve bus services across the region.

The role will support delivery of the Bus Service Improvement Plan (BSIP), Local Transport Plan (LTP) and Local Transport Delivery Plan (LTDP), ensuring partnership commitments translate into measurable improvements in reliability, accessibility, patronage and customer experience.

The postholder will act as the principal operational contact for bus operators and Enhanced Partnership governance arrangements, ensuring effective performance management and continuous improvement across the bus network.

Key Responsibilities

- Manage the implementation and ongoing development of Cumbria's Enhanced Partnership Plan and Scheme.
- Act as the primary relationship manager with local bus operators.
- Coordinate Enhanced Partnership governance arrangements, including boards, working groups and stakeholder forums.
- Support delivery of Bus Service Improvement Plan priorities and interventions.
- Support the development and improvement of both commercial and supported local bus services across the region.
- Lead the collection, validation and analysis of operational and passenger performance data to support partnership monitoring, funding returns and evidence-based decision making.
- Develop and maintain performance dashboards covering:
 - Reliability
 - Punctuality
 - Patronage
 - Customer satisfaction
 - Accessibility metrics

- Work collaboratively with constituent authorities to develop and coordinate the delivery of bus service improvements and supporting infrastructure initiatives.
 - Lead day-to-day liaison with the Department for Transport and other funding bodies regarding bus improvement programmes, funding requirements and performance reporting.
 - Lead engagement with communities and stakeholders to identify transport needs and opportunities.
 - Support the development of funding bids, business cases and investment proposals.
 - Support the development and implementation of the Combined Authority's wider public transport strategy, including future franchising assessments, Enhanced Partnership development and other delivery models.
 - Manage specific public transport projects and programmes.
 - Ensure effective reporting to senior management, elected members and government departments and funding bodies.
 - Work closely with transport planning, active travel and economic development teams to support integrated transport solutions.
 - Support the Assistant Director for Transport Policy in developing future bus policy, investment priorities and delivery models.
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Key deliverables:

- Effective operation of Cumbria's Enhanced Partnership governance arrangements.
 - Delivery of agreed Bus Service Improvement Plan interventions.
 - Performance monitoring framework for bus services.
 - Regular reporting on partnership outcomes and network performance.
 - Strong working relationships with bus operators and stakeholders.
 - Evidence-based recommendations for service improvements.
 - Contributions to wider Local Transport Plan and Local Transport Delivery Plan objectives.
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Knowledge, Skills & Experience (Essential Summary)

Knowledge

- Bus service legislation, policy and funding arrangements.
- Enhanced Partnership frameworks and governance.
- Bus Service Improvement Plans and public transport delivery models.
- Transport performance management and data analysis.
- Transport planning and local government decision-making processes.

Skills

- Strong partnership and stakeholder management.
- Negotiation and influencing skills.

- Project and programme management.
- Data analysis and performance monitoring.
- Report writing and presentation skills.
- Ability to translate policy objectives into practical delivery programmes.

Experience

- Experience in public transport, transport planning or transport policy.
 - Experience working with transport operators and public sector partners.
 - Experience managing projects, programmes or partnerships.
 - Experience monitoring performance and delivering service improvements.
 - Experience preparing reports and recommendations for senior decision-makers.
 - Experience managing budgets and externally funded projects.
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- Act as the primary relationship manager with local bus operators.
- Coordinate Enhanced Partnership governance arrangements, including boards, working groups and stakeholder forums.
- Support delivery of Bus Service Improvement Plan priorities and interventions.
- Monitor operator performance against agreed partnership commitments and service standards.
- Develop and maintain performance dashboards covering:
 - Reliability
 - Punctuality
 - Patronage
 - Customer satisfaction
 - Accessibility metrics
- Work collaboratively with constituent authorities to identify and deliver bus service improvements.
- Lead engagement with communities and stakeholders to identify transport needs and opportunities.

Other Requirements

- Ability to work the hours that are reasonable and necessary to fulfil the requirements of the post.
- Ability to travel across Cumbria and attend meetings outside of the region.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.