



Part of the McGill's Group

Commercial Manager

Following our recent expansion, we're recruiting for a Commercial Manager to join our Commercial Team based at our Xplore Dundee depot. This busy role will lead the team's day-to-day activities and provide a reliable and punctual bus service network to our passengers.

Role

40 hours per week – Monday to Friday

Person Specification

The successful candidate must have:

- 5 years experience in a similar or people manager role
- Commercial acumen with the ability to assist in the development of commercial best practice
- Knowledge of the bus industry, bus scheduling and timetabling is preferred
- Knowledge of political and policy landscape is preferred
- Excellent analytical and problem-solving skills
- Excellent written and verbal communication skills with the ability to communicate at all levels across the business
- Excellent computer skills – Microsoft Excel, Word, and Outlook packages

Tasks

- Develop and maintain a network of services responding to customers' needs
- Identify opportunities for improvement and growth on a continual basis
- Create effective bus timings and timetables to ensure the network can run reliably and punctually
- Register timetables with the Office of the Traffic Commissioner
- Identify any barriers, taking appropriate action to resolve
- Liaise with external stakeholders to manage bus stops, roadworks and other factors that may disrupt the network, establishing appropriate diversions along with the Operations and H&S team
- Log all roadworks and incidents for future analysis
- Study, monitor and analyse the data of patronage, ticket sales, pricing, and competitor analysis in order to provide the business with intelligence for improvement opportunities
- Analyse and monitor the political environment both locally and nationally, producing appropriate reports and presentations, engaging with external stakeholders, and representing the company in various forums
- Liaise with internal departments to improve the customer journey and overall experience
- Demonstrate flexibility in line with operational requirements

An excellent salary and benefits package is on offer and further company benefits include free bus travel for you and your spouse/partner.

Candidates wishing to apply please send a cover letter and CV to: douglas.king@mcgillsbuses.co.uk