Metroline
a comfortdelgro company

• Candidate Pack

Metroline
ComfortDelGro

Appointment of Chief Operating Officer

Saxton Bampfylde

Metroline Confidential Role

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“Together we deliver safe, reliable and sustainable transport to our communities”

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Metroline London COO

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ComfortDelGro businesses in the UK & Ireland

Metroline

Adventure travel

ora

CITY FLEET NETWORKS

ADDISON LEE

CONNECTING STOCKHOLM

cmac.

Irish citylink

Scottish citylink Connecting Scotland

westbus LONDON

P & J Ellis Ltd.

An Introduction

Metroline London: part of the ComfortDelGro Group

ComfortDelGro is a leading multi-modal transport operator, proving public transport, point-to-point and business mobility solutions. With operations across 13 countries, our services span bus, rail, coach, taxi and private hire, providing safe and reliable journeys for millions of people every day.

Guided by our purpose, '**Mobility for a better future**', we are committed to shaping a more sustainable future for mobility, combining the scale and expertise of an international transport group with a commitment to innovation and positive impact.

Headquartered in Singapore, ComfortDelGro has an extensive international footprint across the UK, Australia, New Zealand, China, Ireland, Sweden, France, Malaysia, Span, Portugal, Greece and the Netherlands. The UK & Ireland is one of the Group's largest markets, with operations spanning bus, coach and point-to-point mobility services.

Across the Group, our focus is on providing innovative mobility solutions that deliver safe and reliable journeys, while building a more resilient and sustainable organisation. As the mobility landscape continues to evolve, we are investing in the capabilities, technology and services that will enable us to grow and respond to the changing needs of our customers, communities and wider stakeholders.

Our purpose drives our efforts to reimagine mobility as a catalyst for positive impact as we accelerate our growth and navigate new horizons. It reflects our commitment to addressing the changing needs of our stakeholders as a global multi-modal transport leader.

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ComfortDelGro UK & Ireland

ComfortDelGro's UK & Ireland operations include **Metroline London**, one of the capital's largest and most environmentally advanced bus operators, providing extensive services run on behalf of Transport for London.

In early 2025, ComfortDelGro expanded into Greater Manchester through the acquisition of four depots and the launch of Metroline Manchester. The operation now serves over one million passengers each week and comprises a fleet of more than 450 Bee Network buses. We also operate Manchester's first fully electric bus depot, which houses 83 electric buses and supports the region's push toward sustainable public transport.

ComfortDelGro's operations provide extensive bus and coach networks across Wales, Scotland, and Ireland through brands such as Scottish Citylink and Irish Citylink. Westbus offers premium coach hire solutions, while Falcon Coachworks serves as a leading refurbishment and engineering facility for the public service vehicle industry.

The group also delivers point-to-point and specialist transport services through several subsidiaries. Addison Lee provides private hire, taxi and courier services in London and beyond. CityFleet Networks operates licensed taxi and private hire fleets across major UK cities, and CMAC provides transport and accommodation solutions to clients in the airline, rail, and logistics sectors.

Metroline London

Metroline London is one of the capital's largest bus operators, operating over 100 routes on behalf of Transport for London. Every day, Metroline carries more than one million passengers across the city, supported by a fleet of more than 1,400 buses. This includes over 700 hybrid vehicles, more than 300 electric buses and 20 hydrogen powered models, the first of their kind to enter service in England in 2021.

Metroline London employs nearly 5,000 people, including approximately 3,800 bus drivers and more than 180 engineers. The company operates from more than 14 sites across London, some of which have been in operation for over a century and has its Head Office based in Cricklewood. Metroline also manages a purpose-built, state-of-the-art engineering facility in West Perivale, its Central Engineering and Logistics Facility (CELF), which supports innovation, maintenance, and continuous improvement across the fleet.

As part of its ambition to continue to grow and evole this trusted brand, Metroline is transforming through harnessing digital technology, increasing the innovation and efficiency of its operations and continuing to develop its leadership. The business has continued to invest in new technology, including A! powered service control software across its London operations.

Metroline London plays a vital role in keeping the capital moving while continuing to lead the transition towards more sustainable urban transport.

For more information about the business, please visit our website

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The Role

ComfortDelGro is now looking to appoint a strategic leader as Chief Operating Officer, Metroline London

Reporting to the Chief Executive, Metroline London, this is a pivotal role, that will translate strategy, contractual commitments and performance expectations into safe, reliable and financially disciplined delivery across the London operating network.

The COO will be responsible for the end-to-end operational management system across garages, service delivery, operational control, performance, intervention and recovery.

The COO will lead through Garage Managers, creating consistency, accountability and pace across every local team. Their leadership will drive continuous improvement across safety, operational, workforce and financial performance and customer service delivery.

- **Integrated operations**

  Bring garages, operational control, controllers and Service Delivery together as one operating system, with clear standards and recovery disciplines.

- **Performance & accountability**

  Own delivery of operational performance, workforce outcomes and the garage P&L, with Garage Managers clearly accountable for results.

- **People leadership**

  Lead a large, multi-site and unionized workforce, improving availability, productivity, succession capability and leadership.

- **Change and transition**

  Lead operational implementation of zero emission transition, technology deployment, new operating practices and garage improvement programmes.

Main Responsibilities

Safe, reliable delivery

- Accountable for the safe, reliable and efficient delivery of all Metroline London's bus services.
- Lead the operational leadership teams, ensuring that the garages, operational control, controllers and service delivery teams operate as one integrated system.
- Ensure operational readiness, disruption response, intervention and recovery.

Garage Manager leadership

- Lead the Garage Managers through the area Operations Directors, establishing a clear and consistent Garage Manager operating model.
- Hold Garage Managers accountable for safety, service, workforce, financial and customer outcomes, as well as delivery of improvement priorities.
- Ensure consistent standards, management disciplines and recovery processes across all operating units, with Garage Managers drawing on dedicated HR and Finance business partner support, while retaining clear accountability for results.

Performance

- Own the operational delivery of Metroline London's QIC performance commitments, with the systems and leadership disciplines needed to deliver agreed outcomes.
- Translate TfL performance commitments into clear local delivery plans, using performance information to drive action and hold operational leaders accountable for results.
- Ensure credible recovery plans are in place where performance falls below standard, leading operational intervention where required.
- Work closely with the Chief Commercial Officer who owns the TfL performance framework, contractual governance and strategic performance reviews.

Safety and compliance

- Ensure safety remains the first priority in operational decision making, working closely with the Senior Head of SHEQ to identify and mitigate risk.
- Maintain compliance with TfL requirements, transport legislation, operator licence obligations and internal standards.
- Ensure learning from incidents, investigations and assurance activity is captured and embedded across operations.

Main Responsibilities

Workforce and industrial relations

- Own workforce performance, including establishment, deployment, attendance, availability and productivity.
- Lead operational relationships with required Trade Unions, working with HR to strengthen workforce performance, succession and leadership capability.
- Define operational workforce, competence, recruitment and training requirements, with delivery supported by the HR's Recruitment and Training function.

Financial performance

- Accountable for the operating budget and P&L performance of the garage network. Hold Garage Managers accountable for the financial impact of operational decisions.
- Work with Finance to strengthen cost control, forecasting, overtime and establishment control, productivity and efficiency.
- Deliver sustainable cost and performance improvement without compromising safety, service or compliance.

TfL and customer relationships

- Own the day-to-day operational relationship with TfL, leading performance discussions, interventions and recovering and ensuring operational commitments are delivered.
- Support the Chief Commercial Officer on contractual governance and strategic performance reviews, whilst recognising that the Chief Commercial Officer leads the strategic TfL relationship and the Chief Executive retains overall accountability.
- Own routine customer experience, service quality and operational customer performance, escalating high profile cases to the Customer and Community Manager.

Change, continuous improvement and executive leadership

- Own and deliver operational change, including the zero emission transition, new operating practices, technology deployment and garage improvement programmes.
- Work closely with the Engineering Director to ensure garages, operating practices and service delivery evolve effectively as the fleet becomes increasing electric.
- Contribute fully as a member of the Metroline London executive team on strategic, investment and wider organisational priorities.

The duties listed above are not exhaustive.

Person Specification

We are looking for an outstanding operational leader with the presence, judgement and drive to lead a complex, high-profile operation through its next phase of performance and change. The successful candidate will bring strong operational control, create clear accountability and inspire confidence across the organisation and with its key stakeholders.

Key skills and competencies

- Executive leadership experience of a large, multi-site, safety-critical and Trade Unionised operation.
- Demonstrable accountability for service, workforce, safety and financial performance across multiple operating units.
- Strong knowledge of TfL bus contracts or a directly comparable regulated transport environment.
- Experience of operational performance systems, intervention, recovery and significant organisational or operational change.
- A strong record of delivering performance, productivity, workforce and financial improvement.
- Board level credibility and strong stakeholder, client and industrial relations capability.
- Ability to build accountable leadership teams and operate effectively across functional boundaries.

Success in the Role

Success will be evident in stronger operational performance, sharper local accountability and a business that is increasingly ready for the next phase of fleet, technology and organisational change.

- **Service Performance**

  Sustained improvement in QIC performance and service reliability, with reduced lost mileage and faster recovery from disruption.

- **Financial outcomes**

  Delivery of garage budgets, efficiency commitments and operating P&L objectives through stronger local financial accountability.

- **Safety and compliance**

  Improved operational safety and compliance, with learning from incidents and assurance activity embedded into day-to-day operations.

- **Leadership**

  Consistent Garage Manager accountability, clearer standards and disciplined performance management across every operating unit.

- **Workforce**

  Reduced sickness, stronger workforce availability and establishment control, improved productivity and effective trade union relationships.

- **Future readiness**

  Operational readiness for zero-emission fleet, infrastructure, technology and business change, underpinned by strong day-to-day confidence with TfL.

Overall: a safer, more reliable and more disciplined operation, with stronger local leadership and a clear platform for sustainable improvement.

Terms of Appointment

The Chief Operating Officer, Metroline London reports to the Chief Executive, Metroline London

Location: London based, with travel across other sites in England, Wales, Ireland and Scotland.

Hours: 38 hours per week, Monday to Friday but must be flexible to work over and above these hours if deemed necessary.

Salary: Remuneration will be negotiated with the preferred candidate.

Benefits: private health care (family), generous non-contractual bonus and free travel on London bus and underground (individual).

Annual leave: 25 days.

ComfortDelGro is an equal opportunity employer and all qualified applicants will receive consideration for employment with due regard to legal obligations for protected characteristics i.e. age, disability, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

Due diligence
Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

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