

Northumberland County Council
JOB DESCRIPTION

Post Title: Highways Delivery Manager		Director/Service/Sector: Local Services, Technical Services		Office Use	
Grade: 13		Workplace: County Hall/ Area Based			JE ref: Z110 HRMS ref:
Responsible to: Head of Technical Services		Date: January 2018	Lead & Man Induction:		
<p>Job Purpose: Manage the Council's responsibilities associated with the Highways Delivery Function. This will include overseeing the management of day to day maintenance functions ensuring the safety of the travelling public and delivering capital programmes across Northumberland to maintain and improve the network as well as work for external clients. The role will involve managing four area delivery managers, the North Pennine Link Group Partnership and Streetlighting across the county. Reporting to the Head of Service, the role will require coordination and delivery of major change processes within Technical Services. To provide effective leadership and be accountable for the co-ordination, management, and effective performance of the Highways delivery function To act as first point of contact for the public, Councillors, Local Area Councils and other agencies, for all Highways Maintenance and Construction issues within the County Co-ordination of professional and technical advice, priorities, procedures and operational practices across the County. To be accountable for the effective performance and delivery of 'county-wide' functions eg: Street Lighting Management. To lead on Health and Safety across Technical Services To make a positive and effective contribution to the overall management of Technical Services. To manage resources from across Technical Services on specific/ad-hoc projects in a collaborative manner. To instil a culture of Customer Care and Engagement across the Service.</p>					
Staff	Manage and lead a team of circa 220 Professional, Technical, and Administrative support staff and, as necessary Interims and Sub-Contractors providing front line and or back office services.				
Finance	Effectively manage service contracts and service level agreements with contractors, clients and community partners to the value of circa £15 million pa revenue and circa £20 million for LTP and other highways and infrastructure and Members Local Improvement Scheme Capital Programme, along with discrete major schemes. Contributing to the efficient and effective running of the team, including the financial management of resources allocated to specific projects.				
Physical	Effectively manage a sizable portfolio of physical assets, Depots, Highways Vehicle Fleet, Construction Equipment, Ice Prediction Systems and Works Management Systems. Also ensure all relevant data is maintained, updated and utilised in the most efficient format possible..				
Clients	Leads, develops and oversees corporate Highways management programmes that have a significant impact upon the well being of all communities. Ensure compliance with relevant legislation, council policies and procedures.				
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. Provide management and Professional advice to the Head of Technical Services on all matters of Highways Management standards, regulations, practices and procedures. Ensure that all relevant plans and statutory requirements are effectively developed and implemented 2. Determine, manage, delegate and direct the most effective utilisation of human (including sub-contractors), physical and financial resources of the service to effectively achieve corporate objectives, within allocated budgets and in an imaginative and innovative way. 3. To effectively manage a substantial team of professionals and managers, who will be overseeing the delivery of services, on a day-to-day basis. 4. Ensure the provision of timely and accurate advice and information on the development and review of Highways standards, regulations, practices and procedures. 5. Read and understand the operating environment to ensure that services develop, remain viable, responsive and totally customer focused. 6. Ensure that an efficient, high quality and cost effective service is procured from and delivered by private sector partners, sub-contractors and suppliers to ensure the delivery of the Council's agreed priorities. To provide professional advice to and develop working relationships with elected members, Corporate Directors, or Heads of Service on strategic matters, relating to Highways delivery, including contributing to the preparation of Service plans and to contribute to the preparation of and take a lead on substantial elements of the service. 7. Profile budgets, agree overhead and recovery rates and income targets. Monitor expenditure and income, to ensure budgetary targets are met, across revenue and capital budgets and third party projects. Utilise and further improve e-business accounting systems for the Area Office functions. 8. To develop, implement and operate effective and efficient programme and, where necessary, project management frameworks, that ensure they are embodied in the way 					

the Authority provides its services.

9. Ensure the provision of robust mechanisms for establishing and monitoring the standard and effectiveness of Technical Services related strategies, policies and practices, in accordance with externally accredited quality systems.
10. Ensure that both staff and service development is fully supported through appraisal, training and development and to develop systems that effectively link in with the council's ethos and the corporate financial strategy.
11. To effectively supervise and motivate staff and individuals by co-ordinating, directing and delegating work, as appropriate, providing clear guidance and motivating staff to achieve service objectives. Implement quality standards, planning and workforce development processes, within the service and assist in the recruitment, selection, induction, discipline, training and development of staff within the service, as appropriate. Always maintaining positive relationships with employees.
12. Promote, maintain and improve procedures and safe systems of working to comply with all Health & Safety and employment legislation.
13. Maintain effective management, communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees, at all levels, are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies.
14. Continuously promote effective partnership arrangements, for the delivery of high quality services, through effective and constructive relationships with colleagues and external contacts.
15. To provide a Highways Delivery input to other corporate strategies/activities of the Council and contribute to the Regional/National Highways agenda.
16. Ensure effective joint working and planning with all relevant external agencies, so as to promote effective collaboration and to maximise the Council's role, function and influence in relation to all aspects of service provision, including actively promoting the role of the service and Council at local, regional and national level.
17. To be proactive in the identification of opportunities for 'value for money improvements', in resource usage and to monitor and report on the performance of all assets, including bringing forward rationalisation/expansion proposals as necessary.
18. As an integral member of the Technical Services Management Team, lead and fully participate in the corporate planning and management processes for the service.
19. To actively promote and represent the interests of Northumberland and the County Council, in relation to service activities and policies at a local regional and national level, as appropriate, particularly through participation in relevant programmes, showcasing good practice and contributing to exchange networks.
20. To interpret, explain and enforce statutory and County Council regulations, ensuring appropriate procedures are followed, that parties have a proper understanding of their position and attempting to reach legitimate, mutually agreeable solutions, through negotiation.
21. To be accountable for expenditure against allocated budgets, ensure effective spend against established targets and compliance with financial regulations.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Involves extensive travel to work sites, area offices or training venues throughout the County and further a field on occasion.
Working patterns:	Normal office hours but flexi-hours may apply, if cover provided, Stand –by and Call out arrangements may apply.
Working conditions:	Predominantly office based but with some regular exposure to working outdoors.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Highways Divisional Manager	Director/Service/Sector: Local Services, Technical Services	Ref: Z110
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Engineering Degree or similar qualification and experience, together with evidence of recent relevant Management Training.</p> <p>Evidence of experience and appreciation of cross-cutting issues and challenges. In-depth knowledge of professional theory, practice and procedures within a Highways Delivery environment. Knowledge of current laws, regulations, policies, procedures, trends and developments. Commercially aware and understands the relationship between costs, quality, customer care and corporate performance. Thorough understanding of Health & Safety legislation and the ability to produce concise but accurate risk assessments. Thorough understanding of contemporary issues within the service. Evidence of continuing professional and managerial development.</p>	<p>Relevant management degree e.g. MBA, DMS Evidence of recent and relevant management training. Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.</p>	
Experience		
<p>Recent, relevant and in depth post-qualification experience in a comparable context. A breadth of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work solutions. An evidenced track record of successful management and achievement of objectives in an organisation of comparable scope and complexity. A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity. Experience and demonstrable success in the management of change and of securing the support of others in the process. Experience of resource management within a comparable organisation. A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.</p>	<p>Experience of a range of strategic management functions. Knowledge of local government corporate management systems. Substantial experience of working successfully in partnership with public and private sector organisations.</p>	
Skills and competencies		
<p>Ability to disseminate acquired knowledge. Ability to motivate and develop staff. Ability to work effectively and take the initiative. Prepares written, verbal and other media communications in a concise way but to best professional standards. Effectively expresses views, using appropriate means, dependent on audience. Numerate and able to effectively analyse and interpret complex business statistics. Persistence in applying a methodical approach to problem solving. Negotiation skills and able to persuade others to an alternative point of view. Is an effective advocate for the team, both within and externally.</p>		

<p>Maintains a professional demeanour in stressful and difficult situations. Highly effective in presenting information and expressing appropriate views. Budgeting and financial management skills. Well developed general IT skills and awareness. Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing staff and fostering a positive organisational culture. Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence. Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular. Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions. Well-developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. Customer orientation and core skills. Financial and commercial awareness. Well-developed interpersonal and communication skills, to relate effectively to and command respect, trust and confidence of colleagues, Council Members and other stakeholders.</p>		
Physical, mental and emotional demands		
<p>Normally works from a seated position but with regular need to walk, bend or carry items. Need to maintain general awareness with some lengthy periods of enhanced concentration. Regular contact with public/clients in dispute/negotiations with the Council. Some exposure to working outdoors as necessary.</p>		
Motivation		
<p>A corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Self-reliant, able to exercise discretion and possessing the ability to manage time effectively. Models and encourages high standards of honesty, integrity, openness and respect for others. Helps managers and staff create a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated. Works with little direct supervision. Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders.</p>		
Other		
<p>The ability to drive and, as necessary, work unsocial working hours. Ability to meet the transport requirements of the post.</p>		
<p>Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits</p>		