

Job Description

Service Manager – Highways (Infrastructure Manager)

Reference: Z108

Date: April 2026

Job Family: Transport and Neighbourhood
Management/Highways and Transport Infrastructure

Level: 4
Band: 13
Career Track: Senior Managerial

Job Purpose

To develop, review and implement policies and strategies relating to all aspects of Network Management, Transport Strategy, Local Transport Plan, Design Office, Rights of Way and Bridleways, Passenger Transport and Road Safety related issues

Service Purpose

The Highways Service plans, maintains and improves Northumberland's highway and transport network to support safe, efficient travel and a resilient local economy. The service safeguards the highway asset, meets statutory duties, and delivers transport, asset management and Flood and Coastal Erosion Risk Management (FCERM) functions to manage risk, improve resilience and protect communities. Through effective investment planning, partnership working and customer-focused delivery, the service provides value for money while minimising disruption across a large, predominantly rural county.

Duties and Responsibilities

Strategic Leadership and Professional Advice

- Provide authoritative professional and managerial advice to the Head of Technical Services, elected Members, Corporate Directors and Heads of Service on all aspects of Highways Infrastructure standards, regulations, practices and procedures.
- Lead on the development, interpretation and implementation of strategic plans, policies and statutory requirements.
- Provide strategic leadership and professional highways and transport advice within the planning and development management process, ensuring new development is safe, sustainable and deliverable, and that impacts on the highway network are appropriately mitigated through design standards, infrastructure provision and developer contributions.

Resource and Budget Management

- Determine, manage and optimise the use of human (including contractors), physical and financial resources to deliver service objectives effectively and within approved budgets.
- Profile budgets, set income targets and monitor expenditure across revenue, capital and third-party funded projects.

Leadership and People Management

- Lead, manage and motivate a substantial multi-disciplinary team of professionals and managers responsible for day-to-day service delivery.
- Support staff through appraisal, training, development and workforce planning, and oversee recruitment, induction, performance management and disciplinary processes where required.
- Provide leadership for the management and coordination of street works on the public highway, ensuring compliance with statutory duties and minimising disruption to road users, businesses and communities through effective planning, inspection, regulation and enforcement.

Programme and Project Management

- Develop, implement and embed effective programme and project management frameworks to ensure consistent, efficient and value-driven delivery of Highways Infrastructure services, capital schemes and major maintenance programmes.
- Lead the Council's highways input to growth and place-making agendas, securing transport, parking and access solutions that support economic development, active travel and long-term network resilience.
- Provide strategic oversight of the Council's parking services, ensuring effective policy, performance management and enforcement across on-street and off-street parking, and managing parking as a key tool to support network efficiency, road safety and town centre vitality.

Highway Asset Management and Investment Planning

- Lead the development and delivery of medium- and long-term strategies for Highway Assets through the Transport Asset Management Plan (TAMP) and Local Transport Plan (LTP).
- Prepare, prioritise and deliver capital and maintenance programmes to ensure network safety, resilience and minimised disruption.
- Set strategy, prioritise investment and oversee delivery of flood risk, drainage and resilience programmes, working collaboratively with internal services, risk management authorities and partners to embed climate resilience and risk management across highways and infrastructure activity.

Performance, Quality and Continuous Improvement

- Establish and maintain robust mechanisms to monitor service performance, asset condition and effectiveness of strategies and policies, in line with externally accredited quality systems.
- Proactively identify and deliver opportunities for value-for-money improvements and service innovation.

Governance, Compliance and Enforcement

- Interpret, apply and enforce statutory and Council regulations, ensuring appropriate procedures are followed and stakeholders understand their obligations.
- Seek proportionate, negotiated and lawful solutions where possible while ensuring compliance with financial, legal and corporate governance requirements.

Communication and Organisational Engagement

- Maintain effective communication systems within the service to ensure employees understand their roles, responsibilities, policy changes and legislative updates.
- Contribute as a member of the Technical Services Management Team to corporate planning and decision-making.

Partnership and Stakeholder Management

- Develop and sustain effective partnerships with internal services, external agencies, contractors and stakeholders to support integrated planning, joint delivery and improved service outcomes.

Representation and Advocacy

- Promote and represent the interests of Northumberland County Council locally, regionally and nationally, contributing to professional networks, best-practice exchange, and relevant programmes that enhance the reputation and influence of the Council and the service
- Act as the Council's senior professional lead for PCERM (Flood and Coastal Erosion Risk Management), ensuring statutory responsibilities are met and that flood and erosion risks to communities, infrastructure and the highway asset are effectively managed.

Person Specification

Professional and Technical Requirements

Qualifications

A relevant professional, academic, or management qualification relevant to the requirements of the post

Knowledge, Skills and Experience

- Evidence of ongoing professional development in senior management practice.

- Strong understanding of programme and project management principles, with experience applying them across complex environments.
- Knowledge of local authority structures, culture, procedures and systems, including governance and the political context.
- Sound understanding of relevant legislation, regulatory frameworks and professional best practice applicable to the service area.
- Experience operating at a strategic management level within a large, complex, multi-functional public sector organisation.
- Experience managing significant change programmes, including service transformation and resource reduction initiatives.
- Proven experience of service and business planning, including medium- and long-term strategic planning.
- Substantial experience of resource, budget and financial management within a technical or infrastructure-focused organisation of comparable scope and complexity.
- Experience in developing and delivering highways-related policies, strategies and large-scale projects, including associated financial control.
- Demonstrable experience of project managing large, complex programmes or capital projects.
- High standards of professional integrity, with the ability to remain effective and composed in demanding or high-pressure environments.

Core Competency Requirements

- **Communication:** Shapes messaging to support service delivery and stakeholder engagement. Influences decisions and builds shared understanding in complex environments.
- **Collaboration:** Develops strategic partnerships with public, private, voluntary, and community sectors to deliver council priorities.
- **Service Delivery:** Oversees service delivery aligned to council priorities. Leads transformation, manages risk, and applies strategic thinking to maximise outcomes and ensure cost effectiveness.
- **Decision-Making:** Applies strategic judgement to optimise resources and deliver meaningful outcomes.
- **Digital & Data Literacy:** Uses data for strategic planning and innovation. Applies digital solutions to improve services and manage risk. Interprets complex datasets to inform service design and policy.
- **Adaptability:** Anticipates future trends and prepares services for change. Embeds continuous improvement practices and supports teams to adapt and innovate.
- **Problem-Solving:** Solves complex service delivery challenges using evidence and insight to redesign ways of working and drive innovation.
- **Community & Customer Focus:** Aligns services with community priorities and customer expectations, ensuring representation and accessibility.
- **Leadership:** Coaches and delegates to drive performance and service delivery. Leads programmes and actively plans for succession and talent development.

Strengths

- **Strategic:** You look at the big picture. You consider the wider factors and long-term implications of decisions.

- **Team Leader:** You are confident to lead a team. You effectively manage team dynamics toward a shared goal. You consider everyone's individual needs and create a genuine team spirit.
- **Efficient:** You convert resources into results in the most efficient and cost effective way.
- **Influencer:** You influence others, you articulate the rationale to gain their agreement.
- **Change Agent:** You are positive and inspirational in leading and supporting others through change.

Desirable

- Relevant management degree e.g. MBA, DMS
- Evidence of recent and relevant management training.
- Qualified to Prince 2 practitioner level in project management