

ROLE PROFILE

Job Title	Highways Manager (Network Management)
Pay scale and spinal points	BB5 231-234
Reports to	Chief Highways Officer
Service area	Environment & Transport
Number of staff responsible for	82 + Service / Support Partners
Budget responsibility (£)	Highways Revenue budget of approximately £8,000,000 Highways Capital program of approximately £33,000,000

Purpose of Job:

- To manage the delivery of a comprehensive activity dealing with a range of street based functions including highway inspection, enforcement, planned and responsive improvement & maintenance of the infrastructure, managing & monitoring contracted out services, street lighting, cctv provision, drainage, watercourse maintenance, footway crossovers, processing and administration/performance monitoring activities in the provision of value for money service to the Council and other clients.
- To act as the Council's Traffic Manager as defined in the Traffic Management Act 2004 and diligently execute the related duties to enable the highway network operates at maximum capacity.
- Ensure the cost effective and efficient procurement and provision of highway network management services from internal and external providers by leading and managing the section including making effective use of contractors and consultants as needed.
- To assist the Chief Highways Officer in reporting to Cabinet / Committee on all policies and practices relating to network management.
- To lead in the effective and efficient execution of projects, schemes, investigations and analysis as required within budgets and programmes by leading and managing the section allocated and to deputise for the Chief Highways Officer in these specific work areas in his / her absence.
- To assist the Chief Highways Officer in ensuring that the needs of customers and users of the public highway network in Barnet are met where the Council is responsible, justified and appropriate action is taken to establish and understand these needs and feedback is given.
- To ensure high calibre staff are recruited and developed to deliver service objectives.

Key accountabilities

Role Specific Responsibilities

- Manage an effective engineering and administration service that meets the Council's needs and other clients' specification.

- Direct the activities of the Network Management Section to ensure optimum levels of effective and efficient work output in line with agreed targets, priorities and the Corporate Plan.
- Monitor outside developments and trends affecting the work of the section.
- Ensure effective liaison with other colleagues, services and appropriate outside agencies in order to facilitate efficient working and adequate funding and remove potential sources of friction or duplication of work.
- Promote continuous improvement and best value in the work of the section and to the service, including developing and producing contract documents and overseeing the procurement process.
- Develop performance indicators and assessment tools to enable improvements to service and quality for the whole Highways Group.
- Manage the activities of the Network Management Section to ensure optimum levels of effective and efficient work output in line with agreed targets, priorities in line with the Sustainable Community Strategy and Corporate Plan.
- To monitor the financial programme performance to ensure services are delivered to the cost, timescale and quality required by the Council.
- To be a member of the Highways Group Management Team and report, on a regular basis, any exceptions to agreed financial or work programmes.
- To act as lead officer in providing technical advice to Members and senior officers in all highways inspection & enforcement related policy and strategy activities of the Council.
- To be responsible for the activities of the Highways Maintenance DSO in providing responsive maintenance to the highway infrastructure and street furniture where appropriate.
- Prepare, develop, manage and monitor all highways based contracts with outside suppliers / contractors to ensure value for money to the Council.
- Monitor the work of the Network Management Section to ensure that the highest standards of quality and customer care are maintained and ensure that systems are in place to monitor client satisfaction.
- To carry out research and continually monitor outside developments and trends affecting the work of the team and make adjustments to provide improved mechanisms for the development, delivery, monitoring and review of service and performance.
- Ensure effective liaison with other teams, services and appropriate outside Agencies and Bodies in order to facilitate efficient working and adequate funding and remove potential sources of friction or duplication of work.
- Promote continuous improvement and best value in the work of the section and to the service.
- Develop performance indicators and assessment tools to enable improvements to service and quality.
- To represent the Council and/or the Service, when necessary, and attend Cabinet, Committee and other meetings, area forum, working parties, steering groups and public meetings as necessary and required.
- To represent the Council at Public Inquiries, both in person or through written representations, giving evidence in the capacity of a professional witness.
- Manage the day to day work of the professional / functional area in order to meet the Council's objectives and requirements within the context of the Corporate Plan and Environment & Transport Key Priorities Plan.

- Ensure that the resources available are used for the benefit of all the Borough's residents; local people and communities are served in a way which enables people to control their own lives and participate in making services better; partnerships are developed with agencies, businesses and community organisations which enhance service delivery; services are responsive, relevant and provide best value; service users, residents and other stakeholders are treated equally with understanding and respect, ensuring that they receive clear information about the standards that services should meet and are able to obtain services and information easily; no resident or user is prevented from accessing services by reason of understanding, disability, mobility, gender, race and religion, in line with the Council's Equalities Policy; change is anticipated and responded to in order to help improve the quality of life for Barnet's residents and users of the authority's services; an environment of continuous improvement is provided within the service; and full and proactive compliance with the Council's liP strategy and policies.
- Assist the Chief Highways Officer in establishing standards that ensure that the relevant section is organised to deliver Council policy in the most effective and efficient way possible.
- Produce mechanisms for the development, delivery, monitoring and review of service targets across the section's activities.
- Responsible for the provision of a quality service and for establishing and ensuring compliance with quality assurance systems within the specific work area.
- Appoint and manage consultants working within the specific work area.
- Appoint and manage all sub-contractors within the work area and ensure that a quality, best value service is provided in accordance with the contract specification.
- Assist the Chief Highways Officer in marketing the services provided by the Environment & Transport Service in order to optimise usage of the service and generate income within the constraints of local government legislation.
- Carry out analysis, evaluation and benchmarking of private sector and other competitor organisations to ensure that the Network Management Section continues to provide a high quality and cost effective service.
- Manage the preparation of contract documents, technical specifications and technical reports on the feasibility of projects.
- Establish standards that ensure the professional service area is organised to deliver council policy in the most efficient and effective manner possible. Produce mechanisms for the development, delivery, monitoring and review of service and performance targets across all professional service activities.
- Advise the Chief Highways Officer, Heads of Service, Strategic Directors, Chief Executive and Members on issues relating to the professional areas under the post holder's control.
- Assess and respond to changes in legislation, statutory requirements, codes of practice, British and European standards to ensure that practices, procedures and working methods of the teams are reviewed and updated as necessary to ensure compliance.
- Dealing with all claims, legal challenges and disputes against the Council that can have an impact financially and in terms of service delivery.

- Ensure that Customer Care strategies are implemented within the teams and that value for money services are delivered in accord with agreed Council standards and practices.
- Ensure that communication processes within the teams are efficient, timely and responsive to the needs of Members, council officers, service users and other stakeholders.
- Responsible for the liaison with Information Services on the specification and provision of the section's IT requirements.
- Deal with complex, contentious and sensitive issues to create value for both the community in Barnet and the Council.

Team Leadership and Management

- Continue the development of the Network Management Section so that it remains passionate and committed to delivering an excellent service to our successful borough.
- Set section and individual performance objectives linked to those of the Service and corporate organisation.
- Undertake appraisals of section managers and ensure regular one-to-one meetings with staff in the section take place, as appropriate, to ensure targets are met.
- Develop efficient, timely and responsive communication processes to and from staff in the group.
- Ensure section staff benefit from development opportunities that continually improve personal and organisational performance and increase job satisfaction.
- Recruit, induct and train new staff and develop succession practices that ensure a vibrant and positively challenging divisional ambience.
- Ensure full compliance with the Council's Health and Safety policies and maintain a high Health and Safety profile for all the work of the teams.
- Implement the Council's employment policies and procedures in the intended spirit of corporatism and good practice and ensure that sub-ordinate line managers are adequately instructed and coached in personal and equal opportunity management.
- Ensure that staff are treated equally with understanding and respect and that their entitlement to a fair hearing and trade union representation is upheld.
- Operate efficient and effective consultation mechanisms within the professional/functional area and ensure that the Council's corporate approach to handling trade union consultation is properly implemented.
- To manage all staff within the post holder's area of responsibility.

Strategy and Policy Development

- As a member of the Highways Group Management Team, contribute to council and service strategies and policies.
- Deliver council and service strategies and policies in the section.
- Work to ensure a coherent and unified approach to the planning and development and delivery of long term group strategies.
- To attend Area Forum meetings on behalf of the service area as required.

- Represent the service and/or the authority at Council Cabinet, Committees, Sub-Committees and other meetings, both internal and external to the authority.
- Regularly liaise with Committee Chairmen and Ward Members and take the lead on matters within the professional work area with the Lead Cabinet Member in particular.
- Liaise with suppliers of external services to ensure that the best interests of the Council are maintained and that standards of operation are in line with Member requirements and the Council's values.
- Where appropriate, work with the Strategic Director to produce strategic options which implement the Sustainable Community Strategy, Council's Corporate Plan and service objectives as determined by Members. Develop appropriate performance standards in consultation and in conjunction with the Corporate Performance Unit.
- Act as the Highways Group lead with the Strategic Procurement Unit in the development of service specifications and contract performance standards for the work area of the section.
- Actively promote and support the implementation of the Council's values both within the service generally and the group specifically.
- To ensure that customer care is maintained to the agreed standards according to the Council's values.
- To ensure that a high level of confidentiality is maintained in all aspects of work.
- To encourage and develop optimum performance from staff and underline the corporate approach to customer needs as reflected in the Council's structure and style.

Performance and Customer Focus

- Assist the Chief Highways Officer in ensuring the needs of customers and users of the public highway, where the Council is the Highway Authority, are clearly understood through regular surveys and customer feedback/complaints are used to change and enhance service delivery.
- Ensure all relevant performance indicators affecting the section are clearly understood and performance information is used to continually improve services across the group.
- Through appraisals and day-to-day management, ensure staff perform to their maximum ability.
- Proactively develop, manage and maintain customer relationships.
- Anticipate and address potential risks.
- Ensure a high level of confidentiality is maintained in all aspects of work.

Financial Responsibilities

- Assist in the overall organisation, planning and control of the Group to ensure cost effective service provision and the continuing achievement of value for money.
- Ensure services in the section are provided within budget and the identification of over or underspends are identified and shared with the Chief Highways Officer at the earliest opportunity. Manage budgets for the section to ensure value for money and ensure effective use of resources to meet client needs in accord with Member priorities and public demand.
- Assist in formulating capital expenditure, income and revenue expenditure proposals for the group. Ensure that services provided by the section are

managed, monitored and adjusted to meet financial service and business targets in line with Member priorities.

- Certify payments, certificates and instructions issued to ensure the relating to the area of service delivery.
- Respond to internal audit reviews and implement action proper administration of contracts and compliance with financial regulations.
- Ensure the effective risk management strategies are developed, implemented and managed to ensure structural integrity and safety of the assets plans affecting the section within agreed deadlines.
- Review business processes to minimise the risk of fraud, and alert CAFT in respect of any suspected incident.

Flexibility

- In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

Health and Safety

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

The Council's Commitment to Equality

- Deliver the Council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services the council delivers.

PERSON SPECIFICATION

Qualifications required

Type	Level required
Professional qualifications/memberships	<ul style="list-style-type: none">• Engineering degree or equivalent (E)• Member / associate member of a professional institution
Experience	<ul style="list-style-type: none">• 5 years experience in local government (D)• 5 years experience in highway engineering and / or management, enforcement & supervision (E)• 5 years experience of managing teams, consultants and/or contractors (E)

Technical / Knowledge Requirements

Type	Description
Leadership	<ul style="list-style-type: none">• Able to provide vision and direction for the Network Management Section and its future development. (E)• Able to partner with internal and external clients to

	<p>establish tactical and strategic plans to support the council's business. (E)</p> <ul style="list-style-type: none"> • Demonstrate political awareness and be able to deliver solutions in consultation with elected Members. (E) • Be able to show a proven track record of achievement. (E)
Abilities and knowledge relevant to job	<ul style="list-style-type: none"> ◆ Ability to make complex presentations. (E) ◆ Good knowledge of current legislation. (E) ◆ Awareness of political agendas affecting network management at local and regional levels. (E) ◆ Knowledge of local street based issues. (D) ◆ Good understanding of the responsibilities and operations of the Mayor's Office, the Greater London Authority, Transport for London and the ALG in relation to network management. (D) ◆ Ability to take responsibility for the preparation of estimates, design and tender documentation. (E) ◆ Own means of transport (D) ◆ Flexible lifestyle and ability to work outside normal hours. (E)
Management & performance	<ul style="list-style-type: none"> • Ability to provide leadership to section staff in a complex and challenging environment. (E) • Ability to initiate and implement service improvements. (E) • Able to lead diverse teams that develop and support diverse and complex systems and solutions to enhance the street environment. (E) • Ability to lead staff through effective recruitment, appraisal, coaching and performance management. (E) • Ability to motivate staff, set priorities and targets, direct and plan work to provide an integrated service to clients and to meet service standards/deadlines. (E) • Able to demonstrate an understanding of how the organisation works, both formally and informally, and how political interests and policies impact the organisation and day-to-day work. (E) • Ability to maintain and develop performance indicators for services and use them proactively to improve performance. (E) • Able to communicate effectively with colleagues and customers at all levels. (E) • Able to deliver the Council's commitment to equality of opportunity both in the provision of services and as an employer. (E)

