Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Highways Area Manager | **Group/Department/Service:** Place, Technical Services | **Office Use** |
| **Band:** 10 | **Workplace**: Countywide  | JE ref: 2849HRMS ref: |
| **Responsible to:** Highways Delivery Manager | **Date:** June 2014 | **Manager level:**  |
| **Job Purpose:** To deliver day to day highway services including general maintenance as well as capital improvements to the network in the geographical area of responsibility.Manage a team of technical and construction staff delivering operational front-line highway services in a designated area. Provide strong leadership, co-ordination and management of the service. To be accountable for Highways Delivery Services at a local area level, this will include delivery of the revenue based budget activities to ensure that the highway network is maintained in a safe and useable condition throughout the year, including winter gritting, and delivery of large programmes of capital maintenance and improvement works.Act as Depot Steward at one or more sites. Lead the management of a large diverse fleet of vehicles and plant with an asset value of excess of £1M. Manage a team of stores and staff to provide back office support to construction. Make a positive and effective contribution to the Corporate Management of the authority, group, department and service.  |
| **Resources** | Staff | To manage a team of technical staff to deliver capital and revenue highway delivery functions. Many of of the staff require essential qualifications (HNC or ONC or equivalent) in a civil engineering subject, and overall responsibility for a front line operatives, all appropriately qualified to construction working standards and Sector Scheme level organised by service or geographical area. |
| Finance | Responsible for the production of and monitoring of a substantial area Construction Project Budget giving 100% delivery of the NCC LTP Budget (–up to £5 Million within delivery area ). Manage contracts and Service Level Agreements with external contractors and clients. Assist in budget setting and allocation of project targets and meeting key corporate performance indicators. Be accountable for revenue budgets up to £4m within delivery area |
| Physical | Joint responsibility for ensuring maintenance and the use of significant bodies of corporate data. Records of Tachograph Working hour’s directives and FTA driving records and employees depot personal files. Input as the wider management team responsible for overseeing a multi- million pound fleet of Highways specialist vehicles including Winter Service Gritters, Depots and stores, tools and equipments County wide. Maintain records of Workforce personal data, Maintenance schedules, Authorise payments to Contractors and outside bodies  |
| Clients | Shared responsibility for development of corporate policy and project delivery that impact upon Health and Safety. Responsible for advising all major subcontractors and clients as to their duties and obligations under CDM 2007 regulations, ISO 90001, ISO14001 & OHSAS18000. To develop and maintain proactive relationships with partners such as the Health and Safety Executive, NCC Internal partners, consultancy partners, Environment Agency, Highways Agency and Road link as well as other major external clients and the public. |
| **Key Duties and responsibilities:** Individually or as part of a team and under the general direction of senior manager colleagues:1. lead and direct employees to deliver the County Council LTP Capital Programme within delivery area through an effective management approach that ensures team, service and group objectives are met with regard to corporate, business and service plan strategies.
2. Responsible for the highway maintenance services of the area operations ensuring that inspections and general maintenance are delivered to the agreed standards in order to maintain a safe highway network for the travelling public.
3. .Manage the investigation process of third party public liability insurance claims, support Insurance Section in formulating a defence, represent Council in Court to defend claims.
4. Responsible for programming and allocation of work and resources, monitoring progress and expenditure and ensuring budgetary and time requirements are met and all other issues relating and report any variances or problems to Delivery Manager and Head of Service with recommended solution for consideration.
5. Work closely with the Design section to ensure that projects are delivered to specification and on budget.
6. Be accountable for all work produced by the delivery team, ensuring it complies within agreed County Council corporate frameworks and with current standards, codes of practice, NCC standing orders and financial regulations and Health and Safety requirements.
7. To act in any role allocated in the County Council Emergency and Business Continuity Plans when required, ensuring Winter Services, emergency responses and work programmes are delivered to the agreed stakeholder requirements involving working when required in adverse and severe weather conditions to ensure the services are met to the high standards expected throughout the county by the public and members.
8. Support the development of a strong Health and Safety culture, Quality and Environmental Systems within the service and ensure there are effective management, monitoring and communication arrangements in place to implement the Councils H&S policies and employment legislations as well as working to the principles of CDM 2007 regulations, ISO 90001, ISO14001 & OHSAS 18000.
9. As member of the highway delivery management team, fully participate in corporate planning and management processes for the delivery area.
10. Co-ordinate all HR issues for the area delivery team including training framework which is required to meet H & S standards and continuously updating it due to the fluctuating work and environment needs. Also grievances, disciplinary, remuneration etc and take responsibility for all Construction workforce issues. Support and develop staff through appraisal, training and development programmes.
11. Embrace the concept of customer care, value for money, charter mark and IIP in all activities of the Construction team.
12. Actively promote and maintain positive relationships throughout the service delivery, liaise and arbitrate from within the workforce, elected members, clients and sub contractors, support services and all other Directorates within the Council with a view of achieving the most effective performance of its functions with high quality service.
13. Liaise with and provide advice and information to elected members, the public, other councils, agencies and organisations. Representing the interests of County Council at Public meetings, parish councils etc when necessary
14. Develop and maintain strong relations with the Quantity Surveying Team, highly involved in tendering and procurement issues relating to Construction work ensuring work met within NCC corporate guidelines.
15. Responsible for KPI and service plan action data.
16. Responsible for the management, safety, security and general stewardship of various operational depots County wide used for delivery of Construction, Winter Services and Emergency Services.
17. Ensure the effective management of sickness procedures, preparing reports for the Area Manager or Head of Service and maintain strong links with the various unions. representatives.
18. Responsible for developing an ongoing business acumen role for exploring markets for trading the construction and to make good business judgements and decisions.
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| **Work Arrangements** |
| Transport requirements Working patterns:Working conditions: | Extensive travel throughout the county to various types and sizes of work sites, area offices, other internal and external client offices. Also further a field for meetings and training.Normal working hours apply but must be able to work out-of-hours, sometimes at short notice as required. May also be asked to respond and lead County Councils corporate response to civil emergencies whilst not on rotaParticipate in ‘On Call’ and Call-Out rota comprising of early starts and late finishes to manage rota. Required to participate in Winter Gritting Programme often dealing with severe and prolonged periods of bad weather which will include working for sustained periods of time on 24hr rolling shift patternOffice based but with extensive need to work outdoors for prolonged times, often in adverse weather conditions and need to communicate with clients who maybe in dispute with the Council or in distress over the ongoing situation. |

Northumberland County Council

**PERSON SPECIFICATION**

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| **Post Title:** Highways Area Manager | **Group/Department/Service:** Place, Technical Services | Ref: 2849 |
| **Essential** | **Desirable** | **Assess****By** |
| **Qualifications and Knowledge** |
| * Equivalent to NVQ level 5
* Relevant professional qualification (e.g. MICE, RICS, IHT) or membership of a professional body
* Relevant Health & Safety Training (to e.g. S.S.T.M.S.)
* Evidence of recent relevant management training and continuous professional development
* Thorough understanding of relevant legislation, regulations, policies and procedures
* In depth knowledge of Health and Safety legislation and the ability to produce concise but accurate risk assessments and method statements.
* Awareness of relationship between cost, quality, value for money, customer care and corporate performance assessments
* Knowledge of contemporary issues within the service and the wider issues within the county council.
 | * Recognised management qualification or training (e.g. DMS level etc)
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| **Experience**  |
| * Experience of providing construction and highway services
* Experience of management and achievement of objectives in a technical organisation of comparable scope and complexity.
* To lead and manage multi disciplined teams and deliver outcomes which require collaborative approaches both within the organisation and with external partners.
* Experience of operating trading accounts in a competitive environment
* Experience in the management of change and awareness of securing the support of others in the process.
* Experience in supporting the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity.
* A successful track record of engaging effectively with others at senior levels and experience of leading negotiations with key stakeholders including the public.
* Experience of multiple project management to deliver high user performance
* A knowledge of the technical professional, legal and

 commercial trading issues* Experience of resource management within a comparable organisation
 | * + Experience of co-operative working with public and private organisations
* Experience of managing an organisation with ISO 9001, ISO
* 14001 and OHSAS 18000
* Operational Risk Management
* Experience of successfully dealing with difficult customers and situations and securing positive outcomes
* Knowledge of Local Government Statutory responsibilities, Human Resources procedures and Trade Union Regulations.
* Knowledge of construction and commercial practices in the Private Sector
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| **Skills and competencies** |
| * Ability to provide highly visible and supportive leadership, empowering, coaching, enabling the staff to fostering a positive outward looking organisational culture.
* Ability to motivate and develop staff.
* Be an effective communicator and disseminate knowledge on a consistent basis.
* 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 prioritised overview of the issues affecting the Council and service in stressful and difficult situations.
* Ability to work in a proactive and achievement orientated manner.
* Strong analytical skills, organisational skills and an excellent aptitude for developing innovative solutions to complex problems.
* Understanding of budgeting and public sector financial management
* To demonstrate a methodical and scientific approach to problem solving.
* Ability to propose, develop and implement effective short to long term strategies in pursuit of agreed goals and objectives to make clear, informed, appropriate and timely decisions.
* Developed industry networking, partnership, advocacy, negotiating and presentation skills.
* Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of all customers being colleagues, Council Members, and other partners.
* Effective skills in Microsoft Office and general IT skills and knowledge.
* Prepare written and verbal communication material which is Accurate, rational, convincing and coherent to all staff and stakeholders.
* To consistently perform as a role model and encourages high standards of honesty, integrity, openness through strong leadership whilst demonstrating respect for others.
* A strong corporate orientation and a cross cutting commitment to tackling issues in a Non-departmental manner.
 | * Marketing skills
* Effective skills in Microsoft Project, PIMS, Oracle Project, Mayrise and other similar IT based systems.
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| **Physical, mental, emotional and environmental demands** |
| * To participate in the Winter Gritting Programme often dealing with severe and prolonged periods of bad weather, which will include working for sustained periods of time on 24hr rolling shift pattern
* Office based but with extensive need to work outdoors for prolonged times, often in adverse weather conditions and need to communicate professionally with clients / partners who maybe in dispute with the Council or in personal distress over the ongoing situation/ incident.
* Need to maintain general awareness with periods of prolonged and concentrated mental attention frequently outside of normal working hours (Early, Evenings and weekend working).
* The ability to deal with and prioritise a very high level of work related pressure to meet often fluctuating and varying service delivery and financial deadlines.
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| **Motivation** |
| * A corporate orientation and commitment to tackling issues in a non-departmental manner.
* Dependable, reliable and good time keeping.
* Ability to manage time effectively, self reliant and able to exercise discretion
* Works with little direct supervision.
* Proactive and achievement orientated.
* Personality, conduct, professionalism and credibility that engages and commands the confidence of colleagues, Council members and other partners.
* Strong desire to provide customer service and seek incremental continuous improvement through LEAN working.
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| **Other** |
| * A current clean UK driving licence.
* Ability to meet the construction experience requirements of the post
* Ability to work outside of normal office hours including weekends, evening and early mornings.
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