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|  | **Post Title:** | **Tyne Tunnels Manager** |
| 1. **2.** | **Post Number:** |  |
| 1. **3.** | **Grade:** | NECA Grade 14 [Salary £55,707] |
|  | **Location:** | Your normal place of work will be **Gateshead Civic Centre**. However; you may be required to work at any council workplace across the area of the North East Joint Transport Committee. |

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**Relevant to this Post:**

**Car User Status**: Casual car user allowance

**Flexible Working:** Subject to service needs flexible working is applicable to this post

**DBS:** This post is subject to standard Disclosure and Barring Service disclosure

**Politically Restricted:** The North East Combined Authority has designated this as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

**Out of hours working:** The post holder may be required to work outside of normal office hours.

1. **Organisational Relationships:**

The post holder will be accountable to the Managing Director, Transport North East.

The post holder will work on behalf of the North East Joint Transport Committee (JTC) but will be an employee of the North East Combined Authority (NECA) in its role as the accountable body for the JTC.

**Description of Role:**

The post holder will be will be required to work independently, use their initiative and have a high degree of commercial awareness.

The post holder will act as the lead client (‘NECA representative’) on behalf of the two Combined Authorities (North East Combined Authority and North of Tyne Combined Authority) in respect of the Tyne Tunnels Project Agreement and all matters related to the operation of the Tyne road, cycling and pedestrian tunnels, ensuring that contractual obligations are met by both parties.

This will require the post-holder to attend and present to relevant meetings of the Joint Transport Committee (JTC) which represents the joint interests of the two Combined Authorities, the JTC Tyne and Wear Sub-Committee (TWSC), Audit Committee(s) and Overview and Scrutiny Committee(s).

The post holder will work with the Tyne Tunnels Concessionaire towards continuous improvements for the users of the Tyne Tunnels, whilst ensuring that the Tunnels contribute towards the achievement of the region’s transport strategies and goals, and ensure that the Tyne Tunnels are maintained and operated in such a way that the value of the asset is maintained and enhanced over the longer term.

1. **Duties and Responsibilities Specific to this Post:**

Listed below are the responsibilities this role will be primarily responsible for:

* To maintain ongoing relations with the Tyne Tunnels Concessionaire, both formal and informal, to facilitate smooth and timely discharge of contractual commitments by both parties.
* To schedule regular contract ‘liaison’ meetings between the client side (relevant officers representing the JTC) and the contractor side (relevant representatives of TT2 Ltd) to review performance and to discuss and facilitate the resolution of contractual issues.
* To ensure compliance by the Tyne Tunnels Concessionaire with Health & Safety requirements as set out in contractual arrangements, and to act as the designated contact point in the JTC where exceptional circumstances where an unforeseen emergency situation requires the Concessionaire to seek an urgent modification to the contract or relief from contractual provisions, seeking advice from the JTC’s statutory officers as appropriate.
* To put in place arrangements (either through service level agreements or external contracts) for the provision of ongoing legal, financial, technical/engineering and commercial support to enable performance monitoring, contract compliance assurance, engineering assurance, and commercial appraisal.
* To obtain the necessary legal and financial support to make sure that proposals for contract change are fully evaluated and assessed, and where appropriate expedited in a timely manner that delivers both value for money and compliance with statutory/legal requirements including contractual matters, land issues, planning consents and way-leaves.
* To prepare, maintain and keep under regular review: contract and asset performance reports, consideration of proposed contractual changes, financial reports, a risk register, and information on external factors including changes to the regulatory environment affecting tunnels and strategic highways.
* To provide regular management reports to the Managing Director, Transport North East and the Statutory Officers of the JTC.
* To work with the Tyne Tunnels Concessionaire to develop a Transport Asset Management Plan and/or strategies for the development of land which lies outside the site boundaries of the New Tyne Crossing project.
* To ensure effective liaison and communication with the two Combined Authorities, local authorities in Tyne and Wear (in particular North Tyneside Council and South Tyneside Council elected members and transport officers), local communities, neighbours, businesses, transport user groups, government and national agencies to promote the use and development of the Tyne Tunnels and their benefits to the region.
* To manage the New Tyne Crossing Community Fund.
* To promote the integration of the Tyne vehicle tunnels with local and strategic highways networks to promote smooth and reliable journey times and reduce the environmental impact of the tunnels and road-based traffic in general, including harmful emissions.
* To promote the integration of the Tyne pedestrian and cycling tunnels with local sustainable and transport networks to achieve the area’s strategic goals for increased walking and cycling.
* To contribute to the development of long-term strategic transport planning in the North East to ensure that the role of the Tyne Tunnels is recognised as one of the region’s major strategic transport assets; giving consideration to future operating arrangements when the current concession reaches its contractual end date; and inputting into strategies, plans and consultation responses relevant to developing the local strategic highways network and Tyne crossing capacity.
* To provide and deliver regular reports to the JTC’s Tyne and Wear Sub-Committee, and relevant officer groups advising the JTC and its committees. Ensure that members of the JTC and its Tyne and Wear Sub-Committee have access to relevant briefing materials to aid political oversight and decision-making including in respect of proposed changes to bye-laws and tolling arrangements.
* The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Managing Directors, Transport North East.

**8. Common Duties and Responsibilities:**

8.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the highest standards are maintained.

8.2 **Communication**

To establish and manage the communications systems ensuring that relevant procedures, policies, strategies and objectives are effectively communicated to all team members.

8.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the objectives of continual improvement in quality of its service to internal and external customers.

8.4 **Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

8.5 **General Management**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of applicable policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

8.6 **Financial Management**

To manage designated budgets ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

8.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

8.8 **Equality and Diversity**

To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

8.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The NECA has a Personal Information Security Policy in place.

8.10 **Induction**

The NECA has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Tyne Tunnels Manager**

|  | **Essential** | **Desirable** | **Method of Assessment** |
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| Education/ Qualification | * Educated to degree level or equivalent in an appropriate discipline * Evidence of Continuous Professional Development | * Membership of a relevant professional institute. | * Application Form * Selection Process * Pre-Employment Checks |
| Experience | * Demonstrable experience of commercial management in a multi-disciplined environment. * Demonstrable success in the handling of contract disputes, claims and risk mitigation * Evidence of being able to identify and respond to contract and commercial opportunities and risks | * Internal and external partnership working * Public / Private Funding * Programme / Project Management * Experience of risk management techniques * Knowledge of Value Management techniques | * Application Form * Selection Process * Pre-Employment Checks |
| Skills/Knowledge | * Strong understanding of the full lifecycle of engineering projects * Strong planning, prioritisation and organisational skills. * Excellent verbal and written communication skills. * Excellent negotiation and influencing skills, with proven experience in successful internal and external stakeholder management * Ability to prepare and present reports effectively to a range of audiences | * Change management skills * Understanding of NECA strategic direction, plus political and organisational awareness | * Application Form * Selection Process * Pre-Employment Checks |
| Personal Qualities | * Supportive and encouraging in a team environment * Enthusiastic, self-motivated * Pleasant manner when dealing with colleagues and customers * Tactful, discreet * Flexible approach * Ability to achieve targets and outcomes * Energy, drive and commitment to the job * May be required to work outside of normal hours / additional hours where necessary * Resilient | * Access to a car or means of mobility support (if driving then must have a current driving licence and appropriate insurance). | * Application Form * Selection Process * Pre-Employment Checks |