

Highway Operations

Team Manager

Reports to: **Service Manager**
Direct reports: **Staff as allocated**

Evaluation: **684 points**
Grade: **N11**
Reference: **A4855**

Purpose

To manage the Council's Highways network and related services to ensure the safety of the residents and visitors of Newcastle.

Main Duties

The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To lead on the implementation, management and delivery of highways schemes and programmes across the City ensuring effective operational management and delivery of defined quality standards in accordance with client requirements.
2. To maintain contractual levels of performance to ensure key performance indicators are achieved.
3. To contribute to the Council's priorities by delivering quality, consistent and value for money services through effective service and day to day business planning, partnership working and budget/performance management.
4. To contribute to achieving financial objectives by leading and encouraging the innovation of service delivery methods and improvements through active engagement with councillors, residents, staff, trade unions, service users and partners.
5. To manage the staff, budget and activities of the section in order to meet its service and financial objectives.
6. To represent the division on matters relating to performance, client management and service improvement.

7. To manage the continuous improvement of the service ensuring delivery of service objectives and the maintenance of the accreditation for quality, environment and safety standards.
8. To manage the delivery of effective standards for improving and maintaining a healthy, safe and secure working environment by ensuring compliance with industry regulatory bodies, and by upholding policies and procedures to improve accident levels and absence levels.
9. To negotiate and manage contractual arrangements to maximise value for money in accordance with relevant policies, procedures and legislative requirements.
10. To develop and maintain positive and collaborative relationships with both internal and external customers.
11. To work with external and partner agencies as appropriate and represent the interests of the Council where relevant and required.
12. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
13. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.