

## Highways Operations Manager

### Additional Information

To provide visible leadership and management with effective strategic and operational performance and financial management ensuring that services provided by and contracted by the Council are delivering desired outcomes and meet all statutory duties and responsibilities.

Responsibility for the safe and efficient operation of the council's in-house environmental services, street lighting services, carriageway and footway maintenance services and construction services balancing customer focus, quality and cost effectiveness to ensure and demonstrate value for money provision which meets all statutory duties and responsibilities.

Your communication skills will be detailed and clear to be able to speak with a number senior managers and councillors as well as being able to effectively manage and direct a team. Also keeping key stakeholders up to date with current local highway matters.

As the Highways Operations Manager, you will join the senior leadership team and will have a key role in remodelling and shaping the service teams to best enable us to deliver our services.

To be considered for this role you will be required to:

- Managing a large, diverse and mobile workforce (including contingency and sub-contracted staff), where such key considerations as Health and Safety, Risk Management and customer relations are of paramount importance.
- Implementation of a service, which meets the strategic outcomes of the organisation.
- Leading and managing a service in line with defined frameworks for performance management, in line with a departmental / service plan. This will include the effective management of Health and Safety and risk.
- Managing budgets in line with the Council's financial management practices and policies.
- Successful management of projects, including experience of resolving organisational and service issues.
- Working with key stakeholders to deliver outputs and outcomes.
- Implementing continuous improvement strategies to maximise service effectiveness and/or efficiency.
- Developing a strong partnership approach and ensuring timely delivery of work to give the best outcomes for our residents.
- Improve service delivery outcomes and performance by working with internal colleagues and supply chain to identify issues and develop and implement appropriate solutions.
- Manage any changes and the impact of rescheduled works, ensuring risks and dependencies are understood, managed and communicated to all relevant stakeholders.
- Work closely with colleagues and suppliers to address service delivery requests, concerns, and feedback in a timely and customer focussed manner.

- Develop and maintain productive relationships with all stakeholders including management team colleagues and team members, other service areas, councillors, Town & Parish Councils and residents.
- Forecast, control and approve spend against allocated budgets using both our dedicated contract management system and our internal finance system.
- Lead and develop managers and staff to be focussed on getting things done; prioritising and delivering services and ultimately achieving the right outcomes for the council and our residents. Managing and delivering multiple construction programmes/contracts concurrently across a region, staying on time and in budget.
- Building the regional team to achieve growth.
- Driving performance and building a strong culture in Health, Safety, Quality and the Environment
- Liaising with our internal Network Planning/Design and Operations teams to optimise the plan for an economic build programme.
- Stakeholder management, working with local councils and highway authorities to give them a high level of confidence that our network build programme will minimise disruption whilst keeping the public safe.
- Working collaboratively with our construction build partners to develop strong relationships and alignment to ensure mutual success.
- Strong leadership capability.
- Experienced in all aspects of project controls and planning and the management and negotiation of change controls.
- Experience of building strong relationships with our contract partners and stakeholders.
- The ability to build high performing teams with a strong company ethos.

**To be successful you will have:**

- Management experience at a senior level and evidence of motivating, coaching and mentoring staff and leading change
- Demonstrable commercial and financial acumen with proven experience of managing and delivering services to budget and driving efficiencies.
- Demonstrable breadth and depth of operational service delivery management expertise.
- Excellent communication and stakeholder engagement skills with the ability to establish and maintain professional, productive relationships and influence and negotiate effectively.
- Provide operational and strategic leadership of the Highways Operations Service.
- Develop, implement, monitor and review operational, health, safety and quality practice and process to their highest standards.
- Develop, implement, monitor and review key performance indicators to ensure service delivery is to the highest standards.
- Ensure excellent customer service and responsiveness and be fully aware prepared to deliver improvements in customer and employee satisfaction.

- Be accountable for developing and maintaining effective supplier relationships, contract performance and delivery.
- Be an advocate for continuous improvement and corporate change, leading by example in line with the Council's values and how the service can support these.
- Overall, you'll be strong leader who is able to engage, motivate and build positive and productive relationships and who is passionate about making things better for the service and for our residents.

## Job Description –

### Highways Operations Manager

Deployed to oversee two area-based teams combining the functions of Local Network Management and Highway Operations in the delivery of highway construction, maintenance and repair service. The service is responsible for the direct delivery of all highway related schemes across the County. With a strong focus on the efficient programming and effective delivery of capital, Masterplan, City Deal and enterprise zone projects including resurfacing, highway drainage, road safety schemes, bridge maintenance and construction projects, retaining walls, cycle ways, footways, lighting, signing and traffic management schemes delivering high quality works effectively and efficiently.

#### Accountabilities/Responsibilities:

To oversee the development and implementation of projects and programmes of work within allocated geographical area

Providing leadership, direction and line management of the Area Operations Managers, ensuring timely setting of objectives, performance management reviews and development of appropriate succession and development plans.

Managing the utilisation and allocation of team resources to ensure appropriate resourcing levels for all the activities in scope

Maintaining oversight of reactive management and incidents affecting the condition of the highway

Overseeing the technical delivery of schemes as well as overseeing the management of the teams and their workloads overall

Managerial oversight of Street Lighting and / or Stores and Premises management and Plant Coordination

Work collaboratively with colleagues within Highways and from other service areas within the Council

Liaise with District and Parish Councils, county councillors, Clients, Stakeholders, and the public on projects

Deal appropriately and effectively with external organisations, statutory bodies and clients

**Person Specification –  
Highways Operations Manager**

Requirements:	Essential (E) or Desirable (D)
<p><b>Qualifications:</b></p> <p>Educated to degree level or equivalent in civil engineering or a related field and / or substantial work experience.</p> <p>Chartered Membership (CEng with MICE/MIHT)</p>	<p>E</p> <p>D</p>
<p><b>Experience:</b></p> <p>Experience of managing highway capital, revenue and project activity and a direct labour force</p> <p>Excellent operational delivery skills with a proven record of delivering plans and projects within timescale and budget</p> <p>Experience of achieving high quality service delivery with reducing resources.</p> <p>Experience of supporting process improvements and organisational change</p> <p>Experience of achieving results by managing and motivating teams</p> <p>Experience of working positively with key stakeholders including Councillors, District and Parish Councils etc.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>Knowledge and Skills:</b></p> <p>Extensive knowledge and understanding of the relevant legislation, standards and procedures.</p> <p>Extensive working knowledge of standard highway and civil engineering specifications</p> <p>Knowledge of relevant health and safety legislation.</p> <p>Ability to lead in a challenging and changing environment.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

<p>Ability to support organisational change initiatives to ensure continuous improvement.</p>	<p>E</p>
<p>Excellent communication and interpersonal skills and the ability to work collaboratively with key stakeholders.</p>	<p>E</p>
<p><b>Other (including special requirements):</b></p> <p>Commitment to equality and diversity.</p> <p>Commitment to health and safety.</p> <p>Display the LCC values and behaviours at all times and actively promote them in others.</p> <p>This is an essential car user post.  <i>(In certain circumstances consideration may be given to applicants who, as a consequence of disability, are unable to drive.)</i></p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>