

# Highway Maintenance Manager (Client)

## Grade 12

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

#### **Directorate Purpose**

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the Council's Economy, Infrastructure and Skills directorate (EI&S). The vision for EI&S is to help Staffordshire's economy grow, so that everyone has the opportunity of a good

job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

### **Service Purpose**

The Highways & Built County team is a multi-disciplinary team whose purpose is to manage, maintain and sustainably improve Staffordshire's Built Environment so that amongst other things it is safe, accessible, functions well, promotes inward investment and economic growth, and supports social cohesion and healthy lifestyle choices.

This will be achieved by:

- Keeping the network in the best condition possible with resources available using asset management to enable the lowest whole life cost of asset ownership.
- Supporting Staffordshire's economy to grow, generating more and better-paid jobs ensuring that work on the highway is of the required quality.
- Improving customer satisfaction with Staffordshire County Council and enhance its reputation.
- Ensuring that highway information required to manage and maintain the network and support asset management decisions is available, is held in the best place is accurate and of the required quality.
- Taking action to reduce waste generation, re-use resources where possible, reduce energy use, increase sustainable travel, adapt to climate change already taking place and for the future.
- Keeping the network safe for all users, improving network resilience and availability, providing a freer flowing network, supporting events on the highway and where issues do occur, efficiently and effectively administering claims.
- Keeping people safe from harm, empowering people to deliver and grow, innovate, share knowledge and best practice.

**Role Purpose:**

The Highway Maintenance Manager (Client) will act as the contract management lead for the commissioning of routine, reactive and cyclical and winter highway maintenance services developing effective stakeholder and public relationships through engagement, consultation, and communication.

The postholder will ensure that the service (functional) specifications are in place for highway maintenance services, taking insight from highway users, Members and other key stakeholders ensuring annual plans are in place to provide assurance that required levels of performance are being achieved and will manage and monitor financial controls and payments to contractors.

**Reporting Relationships**

**Responsible to: Head of Highway Maintenance and Network Management**

**Responsible for: Highway Maintenance Engineers (Client), Highway Maintenance Technicians (Client)**

**Key Accountabilities:**

1. A member of the Highway Maintenance and Network management team, contributing to the management of Highways and the Built County by working with the Operational Management Team (OMT) and colleagues to ensure consistent work practices in line with approved policies and procedures.
2. Coach, mentor, empower and develop team members to ensure they deliver a customer focused, modern professional service, challenging work practices as required and ensuring that each member feels part of a healthy and high performing team.
3. Contribute to the development and implementation of a best practice framework for functional level service commissioning and for contract and performance management. Ensure that strategic and political priorities are delivered through annual and long-term budgets, and that Highway Maintenance services meet the needs of communities.

4. Establish, develop and maintain relevant contacts and stakeholder relationships to enable effective regional working, and to ensure the Staffordshire's voice is heard in the context of developing strategies and policies relevant to the business area.
5. Act as the Lead Senior Officer for all matters relating to the commissioning and delivery of emergency, routine, reactive, cyclical and winter highway maintenance services developing effective stakeholder and public relationships through engagement, consultation and communication.
6. Deliver innovation through inspiring and encouraging team members to challenge convention, using avenues into national and professional groups and bodies to position Staffordshire as a best-in-class Highway Maintenance service.
7. Provide professional and technical expertise, leadership, challenge and oversight of the Council's duties and complex activities to successfully deliver large-scale complex programmes ensuring contract compliance, quality and value for money are achieved.
8. Manage and monitor financial controls for all emergency, routine, reactive, cyclical highway maintenance services and funding. Seek out and apply for new and alternate funding opportunities to support the further development of the highway maintenance services in an area of the county.
9. Develop, manage and implement health and safety, environmental and quality management controls to ensure compliance with legislation, Council policies and best practice.
10. Provide professional, management, technical, design and commissioning expertise for emergency, routine, reactive, cyclical highway maintenance services.
11. Lead on the development, commissioning, contract and performance management of emergency, routine, reactive, cyclical highway maintenance services to deliver local and national strategic objectives and oversee their effective implementation.

12. Lead on the development of service (functional) specifications for Highway Maintenance, taking insight from highway users, Members and other key stakeholders ensuring annual plans are in place to provide assurance that required levels of performance are being achieved.
13. Undertake continuing professional development and acquire new skills, being prepared to undertake further training as and when required.
14. Availability to work outside of normal working hours on occasion to meet business need which may include being part of the Councils incident management team.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

#### **Health and Safety**





Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

#### **Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.



	<ul style="list-style-type: none"> <li>• Ability to develop and maintain partnerships to support ongoing service delivery</li> <li>• Demonstrable experience in leading multi-disciplinary teams</li> <li>• Demonstrable experience of working in a political environment</li> <li>• Experience of innovation in the delivery of services.</li> <li>• Experience in tackling climate change at a service level to make Staffordshire sustainable.</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
    	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Leadership and team management skills</li> <li>• Persuasion and negotiation skills</li> <li>• Inclusive approach to stakeholder engagement and service delivery</li> <li>• Financial and budgetary skills</li> <li>• Analytical skills with good attention to detail</li> <li>• Planning, organising and coordinating skills</li> <li>• Written, verbal and digital communication skills, with the ability to pitch communications at an appropriate level to the target audience</li> <li>• Computer literate with the ability to use Microsoft 365</li> <li>• Valid driving licence and the ability to travel across a wide geographic area</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p style="text-align: center;">This post is designated as a casual car user</p>		



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