

Community Highway Assistant Manager

Grade 11

About the Service

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.

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.

About the Role

The Community Highway Assistant Manager will support the Highway Manager within a specific geographical area to deliver a community-based approach to the delivery of the highway service, improving member and community satisfaction.

Reporting Relationships

Responsible to: Community Highway Manager

Responsible for: Such staff (internal, external or seconded) as may be placed under the postholder's control from time to time

Key Accountabilities:

1. A member of the Community Highways team, supporting the daily management of the team by working with the Community Highways Manager and colleagues to ensure delivery of 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.
2. Support 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 services meet the needs of communities.
3. Provide Highways expertise and management of the Council's duties and activities to successfully deliver large-scale complex programmes ensuring contract compliance, quality and value for money are achieved.

- 4.** Assist the Community Highway Manager to 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.** Assist the Community Highway Manager to deliver innovation through inspiring and encouraging team members, challenging convention, and using avenues into national and professional groups and bodies to position Staffordshire as a best-in-class community and customer-focused Highways service.
- 6.** Monitor all related budgets and funding to meet financial and procurement requirements. Seek out and apply for new and alternate funding opportunities to support the further development of member and community initiatives.
- 7.** Be committed to continuing professional development and the acquisition of new skills, being prepared to undertake further training as and when required.
- 8.** Support the management and implementation of health and safety, environmental and quality management controls to ensure compliance with legislation, Council policies and best practice.
- 9.** Assist the Community Highway Manager to lead a virtual team of functional services within a geographical area to provide a local focus for all Highway activity and maintain a working knowledge of local work programmes.
- 10.** Provide high quality and effective member support for all highway issues, building trusted relationships and signposting to responsible leads as appropriate.
- 11.** Engage with elected members and communities to develop prioritised local programmes of work, identifying and collating priorities against complex criteria, allocated resources and wider work programmes; providing expert advice and guidance on what can be achieved within budgetary, best practice and legislative constraints.
- 12.** Commission the delivery of local priorities, within allocated budgets/resources, preparing project briefs and exploring a range of funding & delivery options. Ensure commissions are delivered to the required standard in accordance with policies, specifications, H&S requirements, programmes and budgets

and that effective reporting, communications and engagement takes place.

- 13.** Create and maintain effective internal and external stakeholder, political and public relationships through proactive and reactive engagement, consultation and communication. Represent the County Council at public / local council meetings (working outside normal office hours as necessary).
- 14.** Respond to all matters relating to Community Highways and Road Safety and to complex / cross-cutting customer highway enquiries/complaints.
- 15.** Advocate for Members and communities within the Highway service, ensuring local insight is used to drive continuous improvements across the service and local aspirations are considered in Highway programming and funding decisions.
- 16.** Establish, promote and enable opportunities to collaborate with local councils and communities, commissioning local councils to undertake work on behalf of the County Council and facilitating the local commissioning of contractors to undertake a range of highway related activities.

Person Specification

Qualifications/Professional membership

- Educated to Level 5 (e.g. HND or Foundation Degree) in a relevant discipline **or** substantial experience in a similar role
- Demonstrable commitment to own continuing professional development

Knowledge and Experience

- Significant experience Highway services
- Knowledge of Highway related legislation, regulations and best practise
- Demonstrable experience of working with parish and district councils, elected members, community groups, businesses and other organisations
- Experience of negotiating stakeholder and customer interactions whilst maintaining strong professional relationships
- Experience of working in partnership with various stakeholders including District Councils, community groups and elected members to support ongoing service delivery
- Ability to develop and maintain partnerships to support ongoing service delivery
- Experience of working in multi-disciplinary teams
- Demonstrable experience of working in a political environment
- Experience of database interrogation with a significant attention to detail.
- Experience of responding to all channels of correspondence.

Skills

- Team management skills
- Ability to persuade, influence and negotiate
- Inclusive approach to stakeholder engagement and service delivery
- Ability to maintain excellent working relationship with partners/stakeholders
- Ability to manage a complex workload, achieving targets and responding flexibly to changing circumstances
- Financial and budgetary skills
- Analytical skills with good attention to detail
- Planning, organising and coordinating skills
- Written, verbal and digital communication skills, with the ability to pitch communications at an appropriate level to the target audience

- Computer literate with the ability to use Microsoft 365 and Geographical Information Systems
- Ability to represent the County Council in the wider arena
- Valid driving licence and the ability to travel across a wide geographic area

This post is designated as a casual car user

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