

Job Description

Job Title: Head of Highways Maintenance and Management

POSCODE: CCC2584

Grade: P6

Overall purpose of the job

The Place and Sustainability Directorate impacts on the lives of everyone living, working, learning and travelling through Cambridgeshire every day. As a Head of Service within the Place and Sustainability directorate, you will support the organisation through effective leadership in the achievement of our strategic framework.

You will also support the achievement of the directorate's core aim of improving transport and connectivity across the county for all communities, protecting and enhancing the environment, delivering sustainable and include economic development and maintaining a resident focus delivery effective front line services.

Place and Sustainability consists of four key professional areas which include:

- Transport and Connectivity
- Infrastructure, Capital and Delivery
- Environment and Economy
- Regulatory Services

As the Head of Head of Highways Maintenance and Management and reporting to the Service Director: Service Director: Infrastructure and Project Delivery you will act as the senior professional lead providing operational leadership, development and management for professional services within your given remit, ensuring the highest quality services are delivered within resources available.

The role will be fully responsible and accountable for the delivery of all Highways Maintenance services including:

- Integrated, Place-based reactive local maintenance service
- All highways inspections and technical officers
- Customer Engagement
- All planned and cyclical works
- Green Infrastructure
- Trees
- Public Rights of Way Maintenance
- Drainage and Resilience
- Structures
- Carriageways, Footways and Cycleways
- Highways Enforcement

The Head of Service will work collaboratively with the Service Director to ensure that appropriate policies, plans, and contracts are delivered to the highest standards, in line with relevant legislation and best practice. The role will provide strategic leadership, technical advice, and expertise at a senior level.

Main accountabilities

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1.	<p>Strategic Leadership</p> <ul style="list-style-type: none"> • Responsible for the development of strategic objectives and outcomes for responsible services within the Place and Sustainability directorate, taking account of organisational strategy, best practice, and legislative and regulatory requirements. Ensure this is shared through strong leadership within the service. • Provide expert knowledge within area of professional specialism including policy, best practice, and law, ensuring that all policies, processes, and approaches are documented and are up to date, reflecting practices that achieve best outcomes for communities and the Council. • Lead on developing and maintaining data to report on operational performance management. Utilising this data in various internal and external reports and utilising insights gathered to develop services and practices to achieve improved outcomes for communities and the Council. • To Lead and support system wide developments in sustaining and improving economic development and growth including protecting and enhancing the environment for communities. • To lead on change management or service development projects and complex investigations as directed by the Service Director. • Attend, contribute and or provide written reports, advice and information to any relevant committee, member, or board meeting as appropriate. Represent the Council at specified meetings as agreed with the Service director and to lead and direct the agenda for management team meetings within the services responsible and any other meeting or committee as and when required. • Provide leadership to ensure the effective management of resources through strong recruitment, induction, supervision, training, retention, and people management techniques. • Mentor and inspire members of the team, promoting professional growth and cultivating a culture of excellent and continuous learning. • Deputise for the Service Director when needed.
2.	<p>Service Delivery</p> <ul style="list-style-type: none"> • Provide senior operational management to all teams within services responsible. Be accountable for activity across service areas, ensuring that managers are effectively overseeing their operations including planning, allocation, and review of workload so priorities are managed, shortfalls identified, and services delivered within capacity and within departmental and partnership policies, procedures, and timescales. • Provide leadership to ensure that resources are deployed effectively, and managers operate in a way that adheres to legislation, regulation, and compliance, provides good outcomes for communities and the Council. • Be proactive in the development of services through collaboration with internal and external stakeholders. Working collaboratively with other Heads of Service in the Directorate to maximise opportunities to improve economic development and growth including protecting and enhancing the environment for communities. • To act as the professional lead and subject matter expert within area of professional specialism, ensuring that complex work is appropriately overseen and managed to achieve successful outcomes. • Lead on embedding a proportionate, yet robust approach to risk which is consistently applied across services delivered within professional specialism. Ensure that any related

	<p>systems relevant to risk i.e. GRACE are appropriately adopted and managed within the service.</p> <ul style="list-style-type: none"> • Ensure that succession planning is in place, including plans to develop staff at all levels within the service area and wider organisation to ensure a pipeline of suitable qualified and motivated staff are available to move into roles that become available. • To ensure that a range of opportunities are created and maintained to enable staff to contribute to improving services and wider organisational aims. • To ensure that services within area of professional specialism meet service deliver standards including but not exhaustive to KPIs and service level agreements. • In collaboration with the Service Director, respond to high level service enquiries and complaints raised by key stakeholders, partners, and members.
3.	<p>Performance Management</p> <ul style="list-style-type: none"> • Lead on developing, through others, management information that enables oversight of activity across professional service. • Establish and contribute towards robust performance metrics and benchmarks to evaluate the impact of service delivery, adapting processes and strategies to achieve successful outcomes for communities and the Council. • Report operational progress and performance to Service Director, Senior Leadership and members demonstrating accountability and transparency. • Prepare written and verbal reports related to performance of the professional service which the role is responsible.
4.	<p>Partnership Working</p> <ul style="list-style-type: none"> • Represent Cambridgeshire County Council at stakeholder, board, or partnership meetings, working jointly and collaboratively to maximise opportunity and service delivery. • Work with partners, contractors and suppliers ensuring that contracts, projects, and joint ventures are performing well, meeting outcomes, are best value for money and are fully compliant with County Council approaches. • Ensure appropriate attendance at meetings and events with partners related to directorate services but mainly area of professional specialism. • Build and nurture strong relationships with internal teams, external partners, communities, and members by way of positive engagement and service improvement. • Develop strong professional networks and share good practice and broaden learning opportunities.
5.	<p>Financial and Resource Management</p> <ul style="list-style-type: none"> • With responsibility for a budget, collaborate with the Service Director and Operational Managers to ensure that service delivery maximises value for money, whilst achieving good outcomes for communities and the Council. • Ensure robust arrangements for financial management and planning are in place and develop the skills and confidence of staff to make the most effective use of resources available. • Ensure full compliance with all County Council financial and procurement policies, procedures, and frameworks within area of responsibility. • Foster a culture of innovation, encouraging the development and implementation of modernised and improved approaches to enhance service delivery and experiences for communities.

	<ul style="list-style-type: none"> • Appropriately manage all risks, particularly related to financial and resources and ensure that appropriate systems are maintained, and risk monitoring approaches are adopted. • Coordinate and bid for funding for projects including negotiating with funding bodies, managing communications, liaising with partners, and preparing and submitting bids.
6.	Role specific accountabilities <ul style="list-style-type: none"> • Provide leadership and management of all highway maintenance and management functions to provide an integrated, effective, customer focused service. • Support on the development and implementation of business planning programmes for the authority relevant to the area of professional specialism leading to increased revenue, savings, and service developments. • To embed a culture of accountability, delivery, and customer focus throughout the service • To maintain and provide effective performance management information regarding the delivery of highway maintenance and management services and programmes of activity. • To ensure all capital programmes and reactive maintenance are delivered in line with the Council's Highways Asset Management Strategy and Plan • To ensure all financial resources are effectively managed in line with the Council's business plan and financial rules. • Ensure that effective communication with all stakeholders including town and parish councils, district and management t councils, national highways, water companies, environment agency is provided by the highway maintenance and management service. • Ensure that all elected members are provided with support, information, and intelligence regarding all highway maintenance activity in local areas. • Ensure that all works are commissioned appropriately through the Council procurement and contract management arrangements. • To ensure Health, Safety and Wellbeing is fully embedded in the delivery of all activity.
7.	Professional Values, Behaviours and Standards <ul style="list-style-type: none"> • Be a visible leader, widely understood to hold professional expertise in area of specialism for the organisation and well respected as a strong advocate for quality, continuous improvement and driving good outcomes for communities and the Council. • Lead by example both in terms of promoting positive, collaborative behaviours and practice expertise. • Deliver through others by developing strong internal and external relationships and shared understanding. • Carry out duties in a timely and responsive manner, in line with CCC Standards and professional frameworks. • As a Head of Service, advocate inclusive and compassionate leadership across the directorate but particularly within the professional service. • Advocate a positive workplace culture within services, promoting positive health, wellbeing, and support for the workforce of the service.
8.	Equality, Diversity and Inclusion <ul style="list-style-type: none"> • Demonstrate an awareness and understanding of equality, diversity, and inclusion. • Visibly lead on ensuring that the organisations EDI priorities are embedded in all areas of safeguarding practice, both inward and outward facing. • Have tangible outcomes relating to EDI set out in own and team Our Conversations

- Ensure the services the role has oversight of have a workforce representative of the population we serve, or a plan working towards this.

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Qualified to Degree Level or extensive professional experience within a large and complex organisation.	In relevant professional discipline i.e. civil engineering, project or programme management.	Essential
Membership of professional body	In relevant professional discipline i.e. ICE IHE CIHT IAM CMI APM	Desirable
Evidence of CPD		Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Policy, legislation and regulation	Extensive knowledge of current and emerging policy, legislation and regulations in its application in a local government context.	Essential
Procurement	Extensive knowledge of Procurement Regulations and their application.	Essential
Sector knowledge	Extensive knowledge of the service they are supporting.	Essential
Statutory processes	Extensive knowledge of statutory process in relation to service area.	Essential
Skills		
Strategic Thinking	The ability to think conceptually and systemically to develop strategic responses and solve problems, focusing on delivering outcomes.	Essential
Decision Making	The ability to act decisively and authoritatively within the context of an ability to accurately analyse risk and benefits in different courses of action.	Essential

Interpersonal Skills	Excellent interpersonal skills with an ability to relate to a wide range of audiences in a manner that inspires respect, trust and confidence with evidence of strong negotiating, networking, advocacy, oral, written and presentation skills.	Essential
Motivation & resilience	High motivation, energy and personal drive, resilient and demonstrating highly developed emotional intelligence and self-awareness.	Essential
Analytical skills	The ability to analyse and interpret financial data, service demand, performance, and trends to inform service development.	Essential
Experience		
Leadership & management	Proven experience of successful leadership and management within a relevant service context.	Essential
Financial Management	Experience and ability to successfully manage budgets and financial resources management.	Desirable
Working in a large organisation	A track record of achievement within the relevant specialist area in a large complex organisation, including effective decision-making and delivery of services and projects, including working collaboratively with partners.	Essential
Performance management	A demonstrable track record in performance management and evidence of partnership working to secure good performance.	Essential
Project management	Experience of leading and coordinating projects through to completion.	Essential
Leading Change	Experience of leading change within an organisation, with evidence of establishing a positive culture within teams	Desirable
Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid X	Field	Remote	Mobile
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