

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Street Works Manager

Highways Network Management – Place, Economy and Environment

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



**West
Northamptonshire
Council**

Purpose and impact:

The Street Works Manager will be responsible for ensuring West Northamptonshire Council, as the Street Authority, is discharging its legal duties and responsibilities as set out in the New Roads and Street Works Act 1991, Traffic Management Act 2004, Highways Act 1980 and all associated statutory instruments, regulations, codes of practice and statutory guidance. In addition, the post will be responsible for ensuring that the West Northants's Permit Scheme is applied, managed and monitored in line with regulations and statutory guidance.

As the lead officer for street works and highway regulations there will be an expectation to develop strong, collaborative working with other teams, services and key stakeholders, of which there are many, to ensure consistent and effective application of the legislation, regulations and codes of practice to safeguard the Council and make sure it meets its statutory obligations and Network Management Duty.

The Street Works Manager will have day to day responsibility for managing the substantial revenue budgets associated with the service. There will be a requirement to ensure that there is effective monitoring and reporting processes in place and the post will be responsible for providing a minimum of monthly reports on income and expenditure to senior managers and corporate finance.

The role requires a strong ability to appreciate and manage requirements and expectations from a wide range of stakeholder groups, external organisations, including Parish and District Councils, resident and campaign groups and businesses.

Street and road works attracts public and political attention due to the impact that it can have on users, therefore the manager will be responsible for responding to escalated customer complaints from the public, Councillors and MPs as well as the significant number of Freedom of Information requests that the service receives.

Accountable to:

This role is accountable to the Highways Network Manager, responsible for the direct line management of 6 Inspectors and 6 technicians. The role sits within Highways Network Management, part of the Place, Economy and Environment Directorate in West Northamptonshire Council.

Responsibilities:

1. Act as the subject matter expert on all aspects of street works and highway regulation, including shaping and developing the policies and procedures that the service operates under. Providing detailed advice and guidance on such matters to key stakeholders, senior management, elected members and internal/external teams and organisations.
2. Management responsibility of the Street Works/Highway Regulation Service to ensure that it is operating effectively in delivering services to WNC and fee paying external organisations whilst remaining compliant with all legislative and regulatory requirements, completing any associated compliance reporting.
3. Ensure the West Northampton's Permit Scheme is correctly and robustly applied and monitored with the correct procedures and processes created and implemented for high standards of service delivery.
4. Complete appropriate provision of the relevant software and hardware solutions to ensure that the service operates consistently to deliver high quality services for customers.
5. Designing and implementing effective procedures for the service to investigate and respond to customer complaints, enquiries, and freedom of information requests. This will include communicating directly with customers, elected members, senior managers and external stakeholders in a format that is appropriate to the audience.

6. Lead and champion a “one team” approach and cross-team working to ensure a holistic approach to managing the highway network and to provide team resilience and enhance team capability.
7. Day to day responsibility for managing substantial revenue budgets associated with the service. There will be a requirement to ensure that there is effective monitoring, forecasting and reporting processes in place and the post will be responsible for providing a minimum of monthly reports on income and expenditure to senior managers and corporate finance
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people’s behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.
11. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
An ability to provide advice and guidance to senior managers, politicians and a range of stakeholders on how best to implement procedures and strategies to ensure West Northampton Council are utilising its powers to maximum effect in regard to managing works and activities on the highway.	E	A, T, I, P, D
Ability to work flexibly and creatively in a challenging environment	E	A, I,
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, T, I
Proven technical and professional skills in relation to Highways management and maintenance	E	A,I
Ability to influence and negotiate at all levels within the organisation and with external agencies or partners	E	A,I
Experience of working in a political environment	D	A,I

Knowledge:	Essential / Desirable	Measured by
Detailed technical knowledge and understanding of the work practices, systems, processes, and procedures relevant to street and road works As per the New Roads and Street Works Act 1991 and associated Codes of Practice.	E	A, T, I, P
Demonstrable knowledge and understanding of the legislation, regulation and guidance that influence street and road works.	E	A, T, I, P
An ability to interpret legislation, regulation, codes of practice and statutory guidance associated with street and road works and identify emerging issues.	E	A, T, I, P
Detailed technical knowledge and understanding processes and procedures for undertaking enforcement action under the Highways Act 1980	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Proven ability to plan, manage and influence budgets and to exercise strong financial control and budgetary management across several budgets.	E	A, I
Experience of interpreting and applying legislation and regulation and working with a range of stakeholders to ensure that issues and conflicts are resolved.	E	A, I
Experience in a customer focused role where you have had to deal with complex complaints from various sources, including the public, in an efficient and sensitive way.	E	A, I
Experience in managing a multi-disciplinary team to deliver a first-class Highways and Transportation service.	D	A,I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or HND/C in Civil Engineering or significant vocational experience of working within the Street Works sector demonstrating development through involvement in a series of progressively relevant roles	E	A, I
A CSCS card	D	A, I
Membership of a professional body such as ICE or CIHT	D	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours	Primary work base:	One Angel Square
Job family band:	RT9	Worker type:	Part-flexible
Budget responsibility:	c. £200k		
People management responsibility:	12		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

