

Job Description

Job Title: Area Maintenance Manager

POSCODE: TBC

Grade: P4

Overall purpose of the job

To lead one of two teams responsible for all reactive highway maintenance activities within a defined geographic area. The area team is responsible for ensuring that the highway network is maintained to a safe standard, that faults are investigated and repaired in accordance with the County's Highway Operational Standard and customers are proactively updated on progress throughout. Examples of faults which the area team is responsible for repairing include potholes, sinkholes, collapsed chambers and gullies, highway flooding, re-setting of kerbs, vegetation encroachment, unlawful obstructions of highway, replacement signs etc.

The Area Maintenance Manager will lead officers responsible for investigating reported faults and incidents, routine inspections, highway enforcement and customer engagement. In doing so, they will prioritise, organise and manage workloads across the team. In addition to day-to-day management, the role will require the post holder to provide strategic guidance to the team and ensure that the team's working practices align with the County's CARE values. The Area Maintenance Manager is also responsible for monitoring the team's performance against defined KPIs and ensuring targets are met.

The manager will have responsibility for team development and ensuring all post holders within the area team are provided with the necessary support, training and guidance to fulfil their responsibilities. The two Area Maintenance Managers will need to work in collaboration with each other, and other managers in the highway maintenance service area, to ensure a consistent approach is adopted across the service.

The Area Maintenance Manager will be a key contact for elected members will be ultimately responsible for ensuring that County Councillors are kept informed of works in their electoral divisions. This customer service focus will extend to partners in District and Parish Councils, and towards the general public.

In addition to the above, the Area Maintenance Manager is responsible for managing a large reactive maintenance budget. As a budget manager, the post holder will be responsible for mitigating potential over-spend and allocating the budget appropriately in line with demands and County policy. The manager needs to work in partnership with our contractors to ensure we achieve best value for money.

Main accountabilities

| | Main accountabilities |
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| 1. | <u>Operational delivery</u> Manage an area-based team with responsibility for all reactive highway maintenance works, and highway enforcement, within a defined geographic area. Note that highway maintenance includes, works on private land which are impacting upon the highway (and vice-versa) as well as maintenance works on public rights of way. |

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| | <p>The Area Maintenance Manager must oversee both the day-to-day operations of the team whilst also providing strategic guidance and directive. The manager is responsible for ensuring KPIs are met, and if not, taking action to improve the team's performance.</p> |
| 2. | <p><u>Scoping of works & project management</u></p> <p>The Area Maintenance Manager is responsible for leading the drafting of scopes of works for maintenance activities and building costs for said works from activity schedules. The scope of works needs to include detailed and specific technical information necessary for a contractor to carry out a repair on site in an accurate manner. It must also include all necessary safety information to ensure the contractor is not exposed to unnecessary risk.</p> <p>The scope of works will need to be drafted in partnership with our contractors and once agreed, the overall repair process needs to be project managed through to completion, inspection and payment.</p> <p>While this role is also the responsibility of the wider area team post holders, the Area Maintenance Manager has overall responsibility for ensuring scope of works and the subsequent project management is to the necessary standard. This will include a training and spot-checking regime.</p> |
| 3. | <p><u>Operational contract management</u></p> <p>Administer the contract with our term service provider on a day-to-day basis. This administration will include overseeing the operational contract management process by using software tools such as Contract Event Management and Reporting (CEMAR) to effectively manage contracts which includes contract administration, collaboration and communication with service providers, managing project risks, overseeing works orders, works remedials and the like.</p> |
| 4. | <p><u>Continuous improvement & quality assurance</u></p> <p>Stay up to date on industry knowledge relating to changes in legislation, new construction methods and advances in material science. Investigate these developments and amend internal practices accordingly to ensure highway maintenance activities are carried out efficiently, sustainably and robustly.</p> <p>Disseminate this knowledge to the wider team (including our contractor partners), which may on occasion require training courses to be arranged. Ensure maintenance activities are undertaken to a robust and consistent quality.</p> <p>Seek opportunity to apply new knowledge to achieve innovative solutions. Lead trials of new products, methods or materials and monitor performance over time. Ensure risks associated with any changes in the County's standard ways of working are suitably mitigated.</p> |
| 5. | <p><u>Financial management</u></p> <p>Ensure finances are effectively managed and allocate budget based upon County policy and risk to the public. Ensure the service achieves good value for money.</p> <p>Explore opportunities for external funding to support the service outcomes.</p> |
| 6. | <p><u>Partnership working & customer engagement</u></p> |

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| | <p>Develop and maintain effective relationships with elected members, other officers, key stakeholders and customers. Support elected members, Town and Parish Councils including providing briefings, reports and feedback to enquiries.</p> <p>Develop and continuously improve customer engagement and ensure relationship management with key partners (e.g. Parish Councils, Local Members, District Councils, DEFRA, Environment Agency, Local Enterprise Partnership, CPCA, Other LAs, Community Groups) is emphasised within the team.</p> |
| 7. | <p><u>Emergency on-call rota</u></p> <p>Manage a rota of on-call officers responsible for responding to out of hours emergencies on the highway network. Ensure the on-call officers have clear processes in place and have the necessary skills and training to act autonomously.</p> |
| 8. | <p><u>Health & Safety</u></p> <p>Ensure that health and safety best practices are instilled into every team member's way of working. Continuously monitor and evaluate processes and protocols to ensure the safety of officers working in the highway is maintained.</p> <p>Ensure scope of works are written such that safety of the contractor is emphasised.</p> |
| 9. | <p><u>Road Safety</u></p> <p>In partnership with the County's Road Safety team, the Area Maintenance Manager is responsible for assisting in accident investigation and ensuring any potential contributing factors linked to highway maintenance are repaired expeditiously.</p> <p>They are also responsible for ensuring damage to the highway caused by accidents or other highway incidents (incl. vehicle fires, oil spills and flooding) is repaired and if necessary, they will action a road closure or other necessary temporary traffic management until the works are undertaken.</p> <p>The manager must facilitate a collaborative relationship with other agencies and teams who also have road safety responsibilities e.g., Cambridgeshire Constabulary, the Environment Agency and the Crown Prosecution Service (Coroner). The manager will review accident information when prioritising budget allocation to ensure highway safety is maintained.</p> |
| 10. | <p><u>Dynamic resource management</u></p> <p>Ensure that the team work flexibly and that workloads are monitored so that employees can be temporarily re-assigned to areas of high pressure as the need arises.</p> <p>Manage on-call rotas to ensure there is always a suitably qualified and experienced officer(s) on call to manage urgent intervention works on the highway network.</p> <p>Assist the Head of Service and Service Director as required. This may include offering general advice and updates as well as inputting into committee papers.</p> |
| 10. | <p>Demonstrate an awareness and understanding of equality, diversity and inclusion.</p> |

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| 11. | Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030. |
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Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

| Qualifications Required | Subject | Essential/ Desirable |
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| Degree in a relevant discipline or equivalent experience. | Civil Engineering, Construction or Highway Engineering. | Essential |
| A relevant professional membership e.g., ICE, IHE, CIHT | | Desirable |
| NRSWA Streetworks supervisor training course | | Desirable |

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

| Identify | Describe | Essential/ Desirable |
|------------------------------|---|-------------------------|
| Knowledge | | |
| Highway guidance & standards | Thorough knowledge of highway design, project management techniques, construction, maintenance and drainage. This knowledge needs to be informed by industry best practice, national standards and design guides e.g. the Design Manual for Road and Bridges / the Manual of Contract Documents for Highway Works. | Essential |
| Legislation | In depth knowledge of Health & Safety legislation (namely the Construction Design and Management Regulations), and relevant highway legislation (e.g., Highways Act 1980, New Roads & Street Works Act 1991, Road Traffic Act 1988). | Essential |
| Health & Safety | Extensive knowledge of health & safety legislation and best practice and ability to apply the knowledge to their own work and that of the team around them. | Essential |

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| Contracts & procurement | Working knowledge of common highway contracts and procurement mechanisms e.g., NEC 4 | Desirable |
| Local Government | An understanding of the complexities of local government and the matters affecting it. | Desirable |
| Skills | | |
| Programme management | <p>Ability to develop objectives and monitor performance to ensure goals are met or exceeded. Experience of developing focused strategies and prioritising actions, leading to change and performance improvements</p> <p>A proven ability to develop partnerships with other agencies or service providers as a means of ensuring service objectives are met.</p> | Essential |
| Leadership | <p>Ability to get stakeholder (including employees) buy in to new, and sometimes unpopular, ideas.</p> <p>Ability to shape and influence local, regional and national policies.</p> <p>Ability to lead, motivate and develop employees in a way that builds individual and team capacity to deliver quality services and continuous improvement.</p> | Essential |
| Communication | <p>Excellent set of interpersonal and communications skills.</p> <p>Ability to negotiate with key partners and businesses to build collaborative solutions that recognise the diverse needs of our communities.</p> | Essential |
| Problem solving | Ability to investigate issues, identify and implement solution. | Essential |
| IT | Comprehensive knowledge of and ability to use IT applications including Microsoft Word, Excel, Team and email. | Essential |

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| Experience | | |
| Finance & resource management | <p>Proven experience of financial and resource planning and the ability to deliver efficiency savings through cost effective Service delivery.</p> <p>Solid commercial appreciation of how service delivery contracts demand strong management and leadership alongside a realistic understand that problems can emerge, and judgement will be required to overcome problems.</p> | Essential |
| Highway & construction | Extensive experience working in the highway or construction sectors. | Essential |
| Construction | Experience physically undertaking highway maintenance works. | Desirable |
| Communication | <p>Experience of delivering presentations to a wide range of audiences.</p> <p>Writing briefings, reports papers.</p> | Desirable |
| Project Management | Proven experience in the management and development of a highly skilled and multi-disciplinary professional workforce, including the application of codes of practice relating to discipline, unsatisfactory performance, sickness monitoring and related activities. | Desirable |
| Other | | |
| Equality, Diversity and Inclusion | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. | Essential |
| Net Zero | Ability to contribute towards our commitment of becoming a net zero organisation. | Essential |
| Flexibility | <p>Have the ability to visit offices and sites, when necessary, where public transport is limited.</p> <p>Have the ability to visit and inspect sites which may have difficult access.</p> | Essential |

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Disclosure level

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

Work type

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| 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 | Field | Remote | Mobile |
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