

Job Description

Job Title: Cyclical Maintenance Manager

POSCODE: TBC

Grade: P4

Overall purpose of the job

To lead a team responsible for all routine and cyclical highway maintenance activities across the county. The cyclical maintenance team is responsible for planning, managing and implementing cyclical maintenance programmes with the aim of extending the life of highway infrastructure, preventing faults from occurring, maintaining the highway to a safe standard and ensuring we achieve good value for public money. Some examples of cyclical programmes which fall within the team's remits include carriageway and footway surface dressing, white lining renewals, verge and tree maintenance, gully cleansing, drain jetting and winter maintenance.

The Cyclical Maintenance Manager will lead officers responsible for planning these varied programmes of works at the appropriate frequencies across circa 3,000km of highway. In planning these works the post-holder will need to balance local aspirations, County Council priorities and the policy position. The team must plan works informed by site inspections, lessons learnt and negotiation with our contracting partners.

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 Cyclical 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 cyclical team are provided with the necessary support, training and guidance to fulfil their responsibilities. The Cyclical Maintenance Manager 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 Cyclical 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 Cyclical Maintenance Manager is responsible for managing a large maintenance budget, both revenue and capital. As a budget manger, the post holder will be responsible for mitigating potential over-spend and allocating the budget appropriately in line with demands and County policy.

Main accountabilities

| | Main accountabilities |
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| 1. | <u>Operational delivery</u> Manage an area-based team with responsibility for all routine and cyclical highway maintenance works across the entire County. The Cyclical 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. |

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| 2. | <p><u>Scoping of works & programme management</u></p> <p>The Cyclical Maintenance Manager is responsible for leading the drafting of scopes of works for recurring 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 Cyclical 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> <p>In partnership with our commercial teams, produce tender information for large maintenance projects, evaluate submissions and award contracts.</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>Health & Safety</u></p> <p>Ensure that health and safety best practices is instilled into every team members 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> |
| 8. | <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>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> |
| 9 | <p><u>Long term planning</u></p> <p>Plan routine maintenance activities over short-, medium- and long-term timescales based upon observable data trends. Balance the need for day-to-day budget management and an invest-to-save maintenance approach.</p> <p>Contribute to the Council's Capital Maintenance Programme, making informed recommendations for the allocation of revenue funding and capital investment.</p> |
| 10. | Demonstrate an awareness and understanding of equality, diversity and inclusion. |
| 11. | Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030. |

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 |

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| A relevant professional membership e.g., ICE, IHE, CIHT | | Desirable |
| NRSA Streetworks supervisor training course | | Desirable |

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

| Identify | Describe | Essential/ Desirable |
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| 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 |
| 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 | Ability to develop objectives and monitor performance to ensure goals are met or | Essential |

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| | <p>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> | |
| 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 | <p>Ability to investigate issues, identify and implement solution.</p> | Essential |
| IT | <p>Comprehensive knowledge of and ability to use IT applications including Microsoft Word, Excel, Team and email.</p> | Essential |
| 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 |

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| Highway & construction | Extensive experience working in the highway or construction sectors. | Essential |
| Construction | Experience physically undertaking highway maintenance works. | Desirable |
| Communication | Experience of delivering presentations to a wide range of audiences. Writing briefings, reports papers. | 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 | Have the ability to visit offices and sites, when necessary, where public transport is limited. Have the ability to visit and inspect sites which may have difficult access. | Essential |

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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