



Job Description and Person Specification

Job details

Job title: **Highways Service Manager**

Grade: Band 9 £50,512 to £53,701

Reports to: Head of Highways Delivery

Responsible for: Highways Contract Management and Commissioning

Directorate and Service Area: Place and Economy, Highways and Waste

Purpose of the job (why the job exists)

The Highways Delivery team provides statutory services that all residents of North Northamptonshire use. The team is responsible for providing a safe road network that operates efficiently and effectively, providing strategic direction for the future development of highways assets, public transport, active travel and all road users, being mindful of budget constraints, legislation and the sustainability agenda.

This post is the Service Manager role, as defined in the NEC4 Term Service Contract. The postholder will manage all aspects of Highways Service delivery included in the Highways Services contract.

The Service Manager will formally represent the Client in managing the Contract. They will be responsible for the highway maintenance capital and revenue budgets.

The postholder will also manage the teams responsible for Highways Business Improvement, Contract Inspection and the management of other contracts relating directly to Highways provision.

Principal responsibilities

1. Lead on discharging the Council's statutory duties for maintaining the highway.
2. Work with colleagues to effectively manage the Highway Services Contract.
3. Fulfil the Service Manager role (as defined in the NEC4 TSC contract form) in respect of managing all aspects of Highways Service delivery included in the Highways Services Contract, including ensuring that:
 - a. Client-side activities meet both the spirit and requirements of the Contract and its associated Scope and Specification
 - b. Key instructions, task orders and documents are passed to the Contractor to allow them to fulfil their responsibilities effectively

- c. Contractor activities and behaviours reflect those articulated in the Highways Contract and its associated Scope and Specification
 - d. Contractor commitments (in their Contract bid submission) are captured and agreed in the Annual and Forward Plans, are inspected and monitored to ensure adherence, and reported in a manner that aligns with the Contract performance regime
 - e. The information and reporting needs of the three tiers of Contract governance (Strategic Board, Operational Board and Delivery Group) are met throughout the life of the contract
4. Develop positive working relationship with the contractor to resolve issues as they arise in the interests of the residents and communities of North Northamptonshire.
 5. Provide advice and information to elected members, to Executive, to Scrutiny Committees, and the Corporate Leadership Team of the Council to ensure that informed decisions are made which enable the Council to achieve its strategic priorities and objectives whilst complying with its statutory obligation, and relevant decision makers are aware of the performance of the Contract.
 6. Monitor and manage the budgets, performance and risks related to the service, including accurate estimating, forecasting and out-turns against agreed budgets. Mitigate overspends to remain within allocated budgets and seek best value in accordance with the Council's financial regulations.
 7. Through the work of the team, provide a high standard of customer service to the Council's elected Members, MPs Parish and Town Councils and residents in accordance with corporate requirements.
 8. Manage the teams responsible for assessing and valuing applications for payment, assessing pricing for works under the contract, contract inspection and monitoring and the management of other contracts relating directly to Highways provision.
 9. Liaise with colleagues in Highways and Transport – and in other Place and Economy Services as appropriate – regarding Highways issues relevant to the Contract and to the wider needs and ambitions of the Council.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

This post requires the postholder to travel independent of public transport to attend meetings and site visits across North Northamptonshire, and occasionally across the region.

The post requires the postholder to attend meetings outside of normal working hours.

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to degree-level or equivalent by experience in civil engineering or highway maintenance	
Experience and Knowledge	<p>Experience of working in an NEC4 TSC contract environment (or similar)</p> <p>Sound understanding of English local authorities' statutory Highways Duties</p> <p>Good understanding of the performance and commercial considerations in larger service contracts</p> <p>Experience of infrastructure contract management</p> <p>Experience of working in or with Highways term service contracts</p> <p>Excellent knowledge of current and emerging highways maintenance practices</p> <p>Understanding of Social Value and Climate Change and Environment expectations</p>	<p>Experience of working as a Service Manager in an NEC4 TSC contract environment (or similar)</p> <p>Knowledge of public service governance expectations</p>
Ability and Skills	Excellent communication and interpersonal skills with the ability to apply effective influencing/negotiation techniques to achieve a positive outcome.	

Attributes	Essential criteria	Desirable criteria
	<p>Rational and innovative approach to problem solving and decision making.</p> <p>Demonstrable ability to work at pace to deliver service improvements and change.</p> <p>Effective budget manager who understands and has experience in managing large revenue and capital budgets to ensure accurate projections, mitigating overspends and remaining within allocated budgets</p> <p>Committed to development of self and others, keeping fully abreast of new and innovative approaches within the professional and managerial sphere of the post, and maintain a high degree of integrity and professional standards that reflect the Corporate Values of North Northamptonshire Council.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	