

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Senior Contract Inspector

Highways & Transport, Place

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:

WNC have recently let a new Highway Services contract to Kier Highways. As part of this contract we need to grow and adapt our Inspection team to ensure we as the contract client are providing quality works on time and of a quality our residents expect.

As senior contract inspector you will lead this inspection team as well as initially develop the reporting procedures that go with the successful inspection of all our highway related works.

Accountable to:

This role is accountable to the Highway Service Manager, responsible for the direct line management of 3 Contract Inspectors. The role sits within Highway Services, part of the Highways and Transport Directorate in West Northamptonshire Council.

Responsibilities:

1. Support the Highway Service Manager by managing the undertaking of a range of contract inspection activities. Including the introduction and managing of an internal audit and inspection strategy for works undertaken on behalf of the council initially through the highway services contract. This will include minimising escalations to the Service Manager.
2. Ensuring colleagues effectively manage the Highway Services Contract whilst ensuring a joined-up/co-ordinated client approach to the contract by ensuring that all rework and rectification works are properly notified, and learnings are shared. This will include careful financial monitoring of the whole highways maintenance budgets.
3. Understand the mechanisms that allow the client to manage the defect process through the contract and where necessary deal with any formal instructions in coordination with the highways service manager. Frequently dealing of escalations that fall outside of agreed processes and having to solve complex problems with no right answer.
4. Develop an audit-based check and challenge regime that enables the Highways and Transport Service to be able to report the quality of works on behalf of WNC to relevant stakeholders. Then rolling this out to the inspection team and other stakeholders supporting their development.
5. Develop positive working relationships with the contractor to resolve issues as they arise in the interests of the residents and communities of West Northamptonshire.
6. Communicating with all council stakeholders from members, to Executive, to Scrutiny Committees, and the Corporate Leadership Team of the Council in order to ensure that informed decisions are made.
7. Liaise with colleagues in Highways and Transport and in other Place Services as appropriate, regarding Highways issues relevant to the Contract and to the wider needs and ambitions of the Council.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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
Creative ability to translate data to meaningful outcomes and evidence	E	A
Ability to lead a team and inspire change adoption for the service and wider directorate	E	I/A
Ability to manage the team and contractor workload to meet deadlines and statutory duties	E	I
Commitment to continuous professional development for self, team and others	E	I
Ability to successfully negotiate with contractors to ensure work is delivered on time and to budget	E	I
Ability to manage complex situations ensuring the reputation of the council is maintained at all times	E	I
Ability to ensure policies and procedures are adhered to within the team and updated in line with statutory, national and local guidelines	E	I/A

Knowledge:	Essential / Desirable	Measured by
Knowledge of implementing quality management systems and auditing site based activities	E	I
Knowledge and experience of working practices in an NEC4 contract environment to deliver value for money services	E	I
Sound understanding of English local authorities' statutory Highways Duties	E	I
Understanding of how the public sector is funded	D	I
Knowledge and understanding of the importance of effective communications	E	I

Relevant experience:	Essential / Desirable	Measured by
Significant experience of performance management and improvement initiatives	E	I
Experience of how public sector highways schemes are delivered	D	I
Up to date knowledge of using inspection regimes and the latest technology available.	E	I
Experience of improvement initiatives to support efficient and effective service delivery.	E	A
Experience of working in collaborative partnerships	E	A
Experience of managing budgets	E	A
Experience of managing a team	E	I/A

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or equivalent in relevant subject eg Civil Engineering	E	A
Further professional qualifications or memberships	D	A

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	Primary work base:	One Angel Square
Job family band:	RT09	Worker type:	Part-flexible
Salary range:	£46,878-£50,071	Budget responsibility:	c£250k
People management responsibility:	3		

Working conditions & how we work:

This role has been identified as a 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). You will be expected to travel to and from site locations on a regular basis.

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”

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.

