# Job Description and Person Specification

## Job details

Job title: **Highways Delivery Manager**

Salary: £42,503 - £46,549

Reports to: Highways Service Manager

Responsible for: Highways Contract Management and Commissioning

Directorate and Service Area: Place and Economy, Highways

## 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. The team also fulfils the Council’s duty to ensure the safe travel of eligible students to school.

This directly supports the Service Manager role (as defined in the NEC4 Term Service Contract (TSC) form) who manages all aspects of Highways Service delivery included in the Highways Services contract.

The Highways Delivery Manager will deputise as necessary and support the Service Manager in formally representing the Client in managing the Contract, being involved in all aspects.

The postholder will provide support to the Service Manager managing the highways maintenance budgets.

The postholder will also directly manage the team responsible for Contract Inspection.

## Principal responsibilities

1. Support the Service Manager in discharging the Council’s statutory duties for maintaining the highway.
2. Work with colleagues to effectively manage the Highway Services Contract whilst ensuring a joined-up/co-ordinated client approach to the contract.
3. Support the Service Manager in respect of managing all aspects of Highways Service delivery included in the Highways Services Contract, including ensuring that:
   1. Client-side activities meet both the spirit and requirements of the Contract and its associated Scope and Specification
   2. Key instructions, task orders and documents are passed to the Contractor to allow them to fulfil their responsibilities effectively
   3. Contractor activities and behaviours reflect those articulated in the Highways Contract and its associated Scope and Specification
   4. 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
   5. 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. Support the Service Manager in monitoring and managing the budgets, performance and risks related to the service, including accurate estimating, forecasting and out-turns against agreed budgets. Assist with mitigating 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. Manage supporting colleagues in adopting a proactive and constructive approach to engaging positively with local Members, communities and residents to address their concerns and issues.
8. Manage the team responsible for Contract Inspection.
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.
4. Ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.

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 in order 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 e.g. civil engineering | Professional membership of an appropriate body. |
| Experience and Knowledge | Sound understanding of English local authorities’ statutory Highways Duties  Good understanding of the performance and commercial considerations in larger service contracts  Experience of infrastructure contract management  Experience of working in or with highways term service contracts  Excellent knowledge of current and emerging highways maintenance practices  Understanding of Social Value and Climate Change and Environment expectations | Experience of working in an NEC4 TSC contract environment (or similar)  Knowledge of public service governance expectations |
| Ability and Skills | Excellent communication and interpersonal skills with the ability to apply effective influencing/negotiation techniques to achieve a positive outcome.  Rational and innovative approach to problem solving and decision making.  Demonstrable ability to work at pace to deliver service improvements and change.  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. | Experience in budget management with experience in managing large revenue and capital budgets to ensure accurate projections, mitigating overspends and remaining within allocated budgets |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors |  |  |