

JOB DESCRIPTION	
Job Title:	Highways Finance & Business Support Manager
POSCODE:	CCC0495
Directorate:	Place & Sustainability
Service:	Highways
Reports to:	Assistant Director, Project Delivery
Grade:	P3
Hours:	37

#### Overall purpose of the job

To take overall responsibility for the professional leadership, development, performance and management of the highway finance and business support team. The post will oversee support to the highway service across Cambridgeshire.

To implement the service outcomes, set by the Assistant Director, Project Delivery in their own area and ensuring consistency across the service– e.g. managing and developing the delivery of high-quality service, effecting cultural change, system change and financial savings.

As part of the Highways Project Delivery Team, develop and manage the Cambridgeshire's and Peterborough's highway service ensuring close engagement with local communities and businesses and their needs.

To support the Assistant Director, Project Delivery and other managers within Place & Sustainability in delivering the Council and Directorate's objectives through joined-up service planning, community engagement and the flexible use of resources.

#### Main accountabilities

Main accountabilities	
1.	<b>Communication and Customer Focus</b> <ul style="list-style-type: none"> <li>Ensure that customer focus is promoted as a core value and customer care, both internal and external is embedded in the teams. This includes, but not limited to, dealing with day to day correspondence, facilitation of working groups and responding to FOIs and ensuring appropriate systems are used and processes are in place.</li> <li>Ensure that objectives in their team align with local community and business needs to deliver outcomes that align with Council objectives.</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead on the development and implementation of process to improve efficiency and effectiveness of all elements of the highway service.</li> <li>• Ensure a consistent approach is taken regarding the delivery of the service, across the County including the dissemination of the key messages.</li> <li>• Establish and develop professional relationships with key stakeholders to ensure effective partnership working</li> <li>• Ensure the community, businesses, Councillors, the media, partners and stakeholders are kept informed about how the service operates, maintaining fact sheets and leading on the organisation of depot open days and Member training sessions.</li> <li>• Develop policies and systems to ensure that feedback from customers, partners, stakeholders and employees can be evaluated such that appropriate action can be taken to provide continuous improvement.</li> </ul>
2	<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Inspire and motivate staff to ensure that they achieve their maximum potential, providing flexible use of resource across the service.</li> <li>• Working as part of the Highways Management Team to provide effective leadership to teams within the service to create a culture of empowerment, openness and transparency.</li> <li>• As part of the Highways Management Team to provide leadership and direction within the Highways service, across Cambridgeshire to support the effective delivery of the service</li> <li>• Ensure the teams professional development so that they have the necessary confidence and skills and are committed to the provision of high-quality services.</li> <li>• Lead staff to meet service quality and performance targets</li> <li>• Provide advice to, and act as a centre of expertise within Cambridgeshire County Council on the processes and procedures associated with the use of the highway contract and street lighting contract.</li> </ul>
3	<p><b>Financial, Contract and Risk Management</b></p> <ul style="list-style-type: none"> <li>• Manage, control and monitor the highway service budgets in conjunction with the Assistant Director, Highways, to ensure expenditure is within agreed tolerances of approved budgets.</li> <li>• Take responsibility, advise and make decisions in respect to financial risks within the service</li> <li>• Identify financial pressures and agree action with the Assistant Director, Highways to manage and mitigate those pressures.</li> <li>• Implement risk monitoring and management processes in accordance with corporate guidelines.</li> <li>• Report on risks of projects / programmes through the project / programme and corporate risk register as necessary.</li> <li>• Ensure compliance with all relevant Health and Safety legislation and best practice in the planning, design and delivery of projects and work programmes.</li> <li>• Support Service Leads to ensure contractual processes are developed and followed.</li> <li>• With LGSS Finance and the relevant Service Lead undertake the reconciliation of accounts at year end, to ensure appropriate pain/gain is accounted for within the Highway Services Contract.</li> </ul>

	<ul style="list-style-type: none"> <li>• Oversee the use and application of reserve lists.</li> <li>• Lead on the monthly monitoring of the highway service delivery programme regarding budget, forecasts and spend.</li> <li>• Work with LGSS Audit to ensure appropriate contract governance is in place, monitor and amend governance as required, liaising with Skanska.</li> <li>• Lead on the end of year close down of accounts across highways.</li> </ul>
4	<p><b>Partnership Working</b></p> <p>Engage and lead on relationship management with key partners such as;</p> <ul style="list-style-type: none"> <li>- our main service providers, playing an active role as part of Joint Management Team, chairing the commercial contract group, contributing to the performance contract group etc.</li> <li>- Cambridgeshire &amp; Peterborough Combined Authority regarding flow of funding from Central Government, working in partnership with Corporate Finance.</li> <li>- Peterborough, Cambridge City, District, Parish &amp; Town Councils overseeing recharges, invoicing, and receipt of payment, with oversight by the council's Audit &amp; Accounts committee.</li> <li>- Other partners include Department for Transport, Highways England, Network Rail, Environment Agency, Greater Cambridge Partnership, Community Groups and others as required, to provide a high level of customer service that develops, builds and maintains proactive working relationships to enable and support efficient delivery of the highway service.</li> </ul>
5	<p><b>Service Planning and Development</b></p> <p>Actively contribute to the development of strategies for how the highway service can best meet its objectives, providing support and guidance as required.</p> <p>Work with the Assistant Director to ensure benefits are maximised from both the highway contract and street lighting PFI.</p> <p>Ensure awareness and implementation of legislation and best practice from Central Government with regard to financial and contract management</p>

The Place & Economy directorate has a flexible structure to cope with varying workload pressures and the post holder may be required to undertake work in support of other offices.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Essential/ Desirable
<ul style="list-style-type: none"> <li>Degree or equivalent relevant professional qualification or significant relevant experience</li> <li>Evidence of continued personal/professional development</li> </ul>	<b>Essential</b>
<ul style="list-style-type: none"> <li>Membership of a relevant professional body e.g. Chartered Institution of Highways and Transport / Institute of Civil Engineers / Chartered Management Institute</li> <li>A relevant professional qualification e.g. Chartered/Incorporated Engineer / Chartered Manager</li> <li>A relevant Management qualification</li> </ul>	<b>Desirable</b>

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

Knowledge and experience	Essential/ Desirable
<ul style="list-style-type: none"> <li>A proven ability to develop partnerships at the highest levels with other agencies as a means of ensuring service objectives are met.</li> <li>An understanding of how to manage the needs of a diverse set of stakeholders</li> <li>Ability to develop objectives and monitor performance to ensure goals are met or exceeded.</li> <li>Experience of managing budgets of significant value across a range of front line, operational services.</li> <li>Knowledge and understanding of finance within a local government context, including budget setting, business planning, reporting procedures and auditing.</li> <li>Experience of developing focused strategies and prioritising actions, leading to change and performance improvements.</li> <li>Experience of developing and reviewing business cases across the service as part of the corporate business planning process for new pieces of work</li> <li>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</li> <li>Ability to assimilate complex information and provide strategic and operational solutions savings through cost effective service delivery.</li> <li>Experience of delivering presentations to a wide range of audiences</li> <li>Experience of working with locally elected politicians and of ensuring that service outcomes align with broader political priorities</li> </ul>	Essential

<ul style="list-style-type: none"> <li>Knowledge and up-to-date understanding of legislative and policy frameworks as they apply to the service.</li> <li>Experience in writing committee papers</li> <li>Comprehensive IT skills</li> <li>Commitment to continuous personal development</li> </ul>	
<ul style="list-style-type: none"> <li>An understanding of the complexities of local government and matters affecting it</li> </ul>	Desirable
<b>Skills</b>	
<ul style="list-style-type: none"> <li>Ability to embedding culture change within an the Highways Service</li> <li>Ability to think insightfully and innovatively, based on an underlying understanding of the key principles to provide innovative and beneficial solutions</li> <li>Ability to manage team performance and promote professional development</li> <li>Ability to think strategically across team boundaries</li> <li>Ability to plan, prioritise and oversee the management of a service</li> <li>Ability to communicate effectively at all levels</li> <li>Ability to maintain a thorough awareness of and able to find solutions to complex situations</li> <li>Ability to get stakeholder (including staff) to buy into new, and sometimes unpopular, ideas</li> <li>Excellent set of interpersonal and communications skills</li> <li>Ability to lead, motivate and develop staff in a way that builds individual and team capacity to deliver quality services and continuous improvement</li> <li>Be able to attend meetings out of hours when necessary</li> <li>Strong commitment to public services and local democracy</li> </ul>	Essential

### Disclosure level

What disclosure level is required for this post?	None <b>X</b>	Standard
	Enhanced	Enhanced with barred list checks

### Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
		<b>X</b>		