

HIGHWAYS MAINTENANCE MANAGER



Role Profile

Title	Highways Maintenance Manager	
Grade	GRADE I	
Reference:	N476	
Reports to:	Group Manager (Highways and Traffic Management)	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Manager	
Primary purpose of role	To manage and lead the Highways Maintenance Team ensuring Plymouth City Council's statutory highway obligations are fulfilled, revenue and capital maintenance budgets are maximised through efficient and responsible spending and to provide governance and assurance over the Term Maintenance Contract (TMC).	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Manage and lead a team of Highway Technicians and Highway Inspectors (Safety) and to ensure all statutory highway obligations are fully met and on time (35%). ▪ Budget controller of revenue and capital maintenance budgets (circa £6M per annum) - monthly reporting on spend profiles, budget adjustments decision maker and risk analysis of budget pressures (35%). ▪ Proactively engage with the TMC contractor to resolve issues and to continually improve performance and efficiency (8%). ▪ Highway policy management to include the implementation of new policies, amendments to existing policies and undertaking regular reviews to ensure their suitability and appropriateness (7%). ▪ Departmental Health and Safety lead (5%). ▪ Winter service management (5%). ▪ Effective delivery of services in line with Corporate and contract Key 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Proactive management and communication through regular team meetings, briefings and performance reviews. ▪ Accurately report monthly budget spends across all revenue and capital maintenance budgets. ▪ Investigate budget under- and over-spends and to re-profile spend graphs where appropriate. ▪ Regular engagement with the TMC contractor to review budgets, work programmes and other relevant issues. ▪ Create new policies on demand. ▪ Manage the whole life cycle of policies (from creation to sign off and implementation). ▪ Manage and coordinate Safe Systems of Work and ensure all Health, Safety & Wellbeing requirements are met. ▪ Ensure internal/external customer satisfaction with the Highways Maintenance Team.

	Performance Indicators. Undertake on-site inspections and meetings (5%).	
Key activities	<ul style="list-style-type: none"> ▪ Control revenue and capital budget spends and accurately report on expenditure. Undertake risk analysis on budget pressures and develop and implement remedial actions (35%). ▪ Managing staff by carrying out regular One-to-Ones, performance reviews, setting and monitoring targets and performance and managing attendance (18%). ▪ Manage and prioritise work flows, ensuring work is allocated and supervised according to competence, experience and capacity of staff (17%). ▪ Develop short, medium and long term maintenance plans in line with adopted highway policies and by working closely with the Asset Management team to share network condition and intelligence. Undertake regular gap analysis of policies and amend or develop new policies in line with industry standard. Follow Council guidelines to achieve sign off at an appropriate level of new and updated policies (12%). ▪ Regularly meet with key stakeholders within the TMC contractor organisation to resolves financial and operational matters. Manage and report on internal and contractual Key Performance Indicators and to enter into first stage dispute resolution with the TMC contractor and escalate to senior management when appropriate. Provide data and information for official returns such as Whole of Government Accounts (WGA), Department for Transport (DfT) Incentive Fund, DfT Road Condition Index (RCI) and South West Highway Alliance (SWHA) (8%). ▪ Manage and co-ordinate departmental Safe Systems of Works in line with corporate Health, Safety and Wellbeing policies. Includes engagement with key stakeholders during the development of the policies (5%). ▪ Manage and fulfil the client responsibilities for the delivery of the Winter Service. This includes an annual review of the Winter Service (to ensure it remains fit for purpose in line with industry best practice), joint development of the Winter Service Operational Plane with the TMC contractor, provide governance of the delivery of the Winter Service, ensure Plymouth City Council owned weather stations are regularly maintained and calibrated and to engage with neighbouring Highway Authorities via the South West Winter Service group to share best practices and develop a consistent approach to Winter Service across the region (5%). ▪ Carry out other duties appropriate to the grade of the post. 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Degree in Civil Engineering other qualification certified by the Engineering Council UK as academic base for Chartered Engineer and/or suitable experience in-lieu of qualifications. ▪ Working knowledge of NEC3 (New Engineering Contract 3) TMC contract (Schedule of Rates, Service Information, Specifications and Method of Measurement). ▪ Working knowledge of The Highways Act 1980, New Roads and Streetworks Act 1991, The Traffic Signs Regulations and General Directions 2016, Design Manual for Roads and Bridges (DMRB) and Manual of Contract Documents for Highway Works (MCDHW). ▪ Working knowledge of raising Task Orders in accordance with the TMC contract documents. ▪ Experience in Winter Service delivery and qualified with Institute of Highway 	

	<p>Engineers – Winter Service for Decision Makers and Managers (or equivalent such as City & Guilds).</p> <ul style="list-style-type: none"> ▪ Qualification in Temporary Traffic Management design for rural and urban environments (National Highway Sector Scheme 12D Module 7). ▪ Working knowledge of The Construction (Design and Management) Regulations 2015 to fulfil Client responsibilities. ▪ Demonstrable application of Well-Managed Highway Infrastructure: A Code of Practice. ▪ A full driving licence.
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ Qualification in Civil Engineering or in a related subject to degree level. ▪ Professional membership of a related Institution or be working towards membership. ▪ Knowledge of asset products and materials commonly used across the network. ▪ Health and Safety Qualification(s) (e.g. NEBOSH, IOSH Managing Safely)
Essential experience	<ul style="list-style-type: none"> ▪ Extensive experience of highway maintenance works across multiple asset types. ▪ Extensive experience of project managing highway maintenance schemes including design, construction and risk management. ▪ Service improvements resulting in cost and time efficiencies. ▪ Management of contracts and contractors. ▪ Performance management and developing action plans. ▪ Implementing and managing organisation and/or process changes. ▪ Liaison and collaboration with other Plymouth City Council departments and external stakeholders. ▪ Financial monitoring and control. ▪ Previously held managerial position.
Desirable experience	<ul style="list-style-type: none"> ▪ Working within a Network Management environment. ▪ Working within an Asset Management environment.
Essential skills	<ul style="list-style-type: none"> ▪ Proven management and leadership skills to lead and motivate the people to ensure effective delivery of the service. ▪ Computer literate including demonstrable ability with word processing, spreadsheets and presentation software applications. ▪ Effective and adaptable written and verbal communication skills. ▪ Good organisation skills and ability to work methodically and effectively. Ability to use own initiative to forecast risk and solve complex issues. ▪ Ability to develop good working relationships with other members of staff and external agencies. ▪ Effective interpersonal, negotiation and influencing skills. ▪ Commitment to a high standard of customer care. ▪ Flexibility and ability to work under pressure and outside normal work patterns when the demand arises. ▪ Ability to work within Corporate Policies.
Corporate standards	
<ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. 	

- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.