

# HEAD OF PLYMOUTH HIGHWAYS



## Role Profile

<b>Title</b>	Head of Plymouth Highways	
<b>Grade</b>	GRADE L	
<b>Reference:</b>	<b>N465</b>	
<b>Reports to:</b>	Assistant Director for Street Services	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Strategic Leader	
<b>Primary purpose of role</b>	<p>To provide the strategic leadership and management for Highways Safety &amp; Maintenance, On and Off street Parking, Marine Services, CCTV Operations, Fleet Management, Garage Operations, Tamar Bridge &amp; Torpoint Ferry Joint Committee and Flood &amp; Coastal Management.</p> <p>To produce the high quality and efficient services that delivers on statutory requirements, national and local standards supporting the creation of a brilliant Highways Service nationally recognised as benchmark standard.</p> <p>Work strategically to inform and influence the local and national agendas including Central Government and national initiatives.</p>	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Provide visible leadership on the Council's values ensuring that the Service supports them at all times. (10%)</li> <li>▪ Provide effective leadership and strategic management of allocated teams and Plymouth Highways partnership. (10%)</li> <li>▪ Work collegiately with partners and senior colleagues to ensure the delivery of efficient, joined up services in support of the Corporate Plan and City Priorities. (10%)</li> <li>▪ Effective and commercial management of the Service's £2000m infrastructure and c. £20m budget (income, capital, revenue) including the provision of long term fully funded plans, &lt;10yrs, for the</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Deliver a well-managed service in accordance with agreed targets within budget.</li> <li>▪ Maximise the Service's budget through improved commercial revenue and bids for grant funding.</li> <li>▪ Produce a fit for purpose Annual Plan which meets all agreed targets and efficiencies.</li> <li>▪ Ensure that Plymouths Network including the resilient Network remains 'fit for purpose'.</li> <li>▪ Deliver the improvements required to achieve the aim of becoming a benchmark service within 3yrs.</li> <li>▪ Actively engage with senior members of the council, Portfolio holders and external partners and statutory bodies to advise and promote the Council and Service</li> </ul>

	<p>maintenance and improvement of the Network. (25%)</p> <ul style="list-style-type: none"> <li>▪ Principle adviser to the Council on all service issues. (5%)</li> <li>▪ Provide Vision and direction to the Council and External Partners. (5%)</li> <li>▪ Discharge all the duties and responsibilities of the Highway's Network Manager including the statutory functions. 25%).</li> <li>▪ Actively engage with the Department for Transport and ensure that the Council maintains its Band 3 Incentive rating to avoid loss of centrally allocated budget. (10%)</li> </ul>	<p>vision and strategy.</p> <ul style="list-style-type: none"> <li>▪ Promote, plan and implement the Service improvements, commercial awareness and efficiencies necessary to achieve the financial and non-financial targets.</li> <li>▪ Establish timely and accurate systems for monitoring and forecasting performance and spend against budget.</li> <li>▪ Establish all the processes, policies and procedures necessary to discharge the Service's statutory obligations, local requirements and health and safety.</li> <li>▪ Produce the high quality Asset Management required to qualify for the central government HMEP/Code of Practice level3 which is essential for successful DFT funding bids.</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ To lead and manage the Council's highways maintenance partnership, Plymouth Highways, to ensure that the network remains fit for purpose and the people of Plymouth receive a high quality service. 10%</li> <li>▪ To put in place commercial plans to maximise the return on assets for off-street parking, fleet and garage and securing major investment in the city through facilitating transport projects. 4%</li> <li>▪ Principal adviser to the Council on Highways and related Service issues, ensuring the effective operation of the Council's Corporate Plan in relation to service delivery, efficiency, customer and client engagement, feedback and transparency. 2%</li> <li>▪ Promote and develop effective, partnerships working including the effective use and alignment of resources across the city, regionally and sub-regionally. This includes developing business models, providing strategic transport input to the council's major capital programmes and innovative strategies to maximise the efficiency of functions across the Council and our partners through shared resource arrangements and effective contract delivery. 5%</li> <li>▪ Collate and analyse performance management information across Street Services, and develop and deliver (or recommend where outside direct control) initiatives to improve service performance, efficiency and cost effectiveness. 5%</li> <li>▪ Undertake high profile negotiations on behalf of the authority with developers, regional and national bodies involving significant outcomes, and substantial sums of money. 10%</li> <li>▪ Implement maintenance regimes for all the Service's assets which are prioritised, efficient and effective offering best value and safety. To take responsibility for ensuring the City has a clear and up to date Highway Annual Plan (delivery plan) with resources clearly allocated and full stakeholder engagement. 10%</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Work strategically to influence the local and national agenda, including working with and engaging with government agencies, private sector led transport groups Tamar Bridge &amp; Torpoint Ferry, Environment Agency, SWFlood and all Coastal Comm, Highways Partnership and Devon &amp; Cornwall Safety camera partnership. 4%</li> <li>▪ Build strong, effective and trusting working relationships with elected Members to support them in the development of strategies and plans for Transport and Infrastructure and present strategic issues at Cabinet on behalf of the Assistant Director. 5%</li> <li>▪ Ensure that policies and programmes are reviewed in the light of changing circumstances, including national agendas. Engage with councillors and officers of the council on the disparate aspects of the Service such as the provision and maintenance of the Councils transport fleet, highways enforcement, commercial revenue, road maintenance, resilient routes, flood prevention, coastal erosion and the direct and indirect impacts on the economic development and planning priorities. 10%</li> <li>▪ Accountability for a multi-disciplinary team c.135 consisting of professional, technical and operational staff. Manage a team to deliver projects and programmes, using the Council's performance management framework to direct, manage, appraise and develop team members. 10%</li> <li>▪ Manage the Service budgets (income, capital, revenue) of approximately £20m to ensure value for money and high return on investments. Plus professional advice and support on all Plymouth developments. 20%</li> <li>▪ Management of contractor and partner compliance with contractual terms and conditions and service level agreements as appropriate. 5%</li> <li>▪ Carry out other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Degree level qualification or eligibility for membership of an appropriate professional body.</li> <li>▪ Demonstrable commercial expertise with the ability to generate significant new income from the public and private sectors, while delivering services in an efficient, cost-effective manner.</li> <li>▪ Detailed knowledge of the traffic management act, highways code of practice and HMEP and regional, national and European frameworks.</li> <li>▪ A professional management qualification/diploma and or management training to a suitable level, ILM 5.</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Traffic related qualification such as Engineering or Transport Planning.</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working within a large organisation and knowledge of organisational policies, practices and procedures.</li> <li>▪ Experience of working in a commercial setting linked to the services covered within the Street Services department.</li> <li>▪ Extensive experience of effectively managing large budgets and delivering services and/or projects to time, quality and budget.</li> <li>▪ Proven evidence of leading service delivery, change and improvement at a senior level.</li> <li>▪ Evidence of successful delivery of high levels of customer satisfaction and service delivery against contracts and service level agreements.</li> </ul>

<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of using a risk based approach to Asset Management.</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to lead and integrate performance management to achieve improvements in performance and excellent results</li> <li>▪ Financial and commercial awareness with strong analytical skills and a creative approach to problem solving</li> <li>▪ Partnership building skills and the ability to align internal and external partners behind priorities</li> <li>▪ Leadership skills to motivate and gain commitment to service objectives</li> <li>▪ Ability to deliver clear, professional advice to senior managers and Members</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	