Job Description

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| **Job Title:** | **Service Manager - Highways (Asset and Traffic)** |
| **Strategic Team:** | **Highways Asset and Traffic Management** |
| **Service:**  **Business Unit:** | **Highways**  **SWISCo Limited** |
| **Responsible To: *(day to day issues)*** | **Head of Service - Highways** |
| **Accountable To: *(line manager)*** | **Head of Service - Highways** |
| **Salary Grade: *(Spinal column points only)***  **JE Ref:** | **Grade L SCPs 40 – 43**  **SWIS131** |

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| 1. **Key Purpose of Job**    1. To be the key decision maker, accountable for the delivery of the Highways Asset and Traffic Management function of the Highways Service area.    2. To be responsible for and manage the human resource requirement for the Highways Asset and Traffic Management function of the Highways Service area.    3. To lead on the delivery of transformation, ensuring the sustainable delivery of an effective, efficient, and compliant service.    4. To directly manage and be responsible for all allocated functions within the Highways Asset and Traffic Management Team.    5. To work with the Head of Service, Key Partners and stakeholders to achieve planned outcomes on both a long and short-term basis internally and community wide.    6. To effectively manage allocated budgets in relation to the Highways Asset & Traffic Management function that support the needs of the Highways Service.    7. To promote a Health and Safety culture.    8. To lead by example and secure employee engagement. |

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| 1. **Anticipated Outcomes of Post**    1. An efficient, effective and professional service that, as a minimum, meets the national and local performance targets and delivers high quality outcomes for Torbay and its residents.    2. That Torbay’s residents receive an efficient and timely service in line with the performance standards set out in the Service Level Agreement with Torbay Council.    3. To ensure that agreed targets for the provision and quality of the service are met using performance measures, customer feedback and regulatory inspections.    4. Budgets are managed effectively, cost savings are identified, captured, and reported and that resources are utilised effectively.    5. Management of staff members is undertaken consistently, with equal opportunity and in line with SWISCo HR policies and procedures.    6. That SWISCo, the Highways Service and Torbay Council are recognised for efficient service delivery in the community.    7. The service is legally compliant.    8. Procurement processes are undertaken effectively and in line with statutory requirements.    9. One team one goal. |

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| 1. **List Key Duties and accountabilities of the post**     1. Be the day-to-day decision-maker for any service function specific issues that arise on a daily basis – ensuring smooth and effective delivery of the Highways Asset & Traffic Management.    2. To lead on all Employment related matters pertaining to staff including but not limited to management of investigative, conduct, disciplinary and capability issues.    3. To lead on the delivery of service improvements, which includes developing proposals and efficiency through innovative and creative thinking that improve performance.    4. Work with the Head of Service to deliver transformational projects and innovative service solutions.    5. Initiate change and reorganisation as required within the Highways Asset & Traffic Management function of the Service area as directed by the Head of Service.    6. Review and develop strategies and policies to align working practices in line with legislation and business needs. To include:  * Develop and review maintenance strategy, policy, standards and procedures for the for Torbay’s highway network in accordance with corporate aims so as to facilitate the effective management of the highways asset. * To lead on the development, production and implementation of the Highways Asset Strategy to Torbay’s highway network along with associated policies and manuals.   1. Work with the Head of Service to draft and deliver service specific strategic organisational policy and process that responds to legislative changes by developing, implementing, and reviewing policies, procedures, practices and safe systems of work. To include: * Ensuring the maintenance and development of sound engineering/environmental practices within the Team and Group to involve materials/methods testing/trialling and recycling. In addition ensuring cost effectiveness and quality is achieved in highways maintenance, by implementation of best value principles.   1. Undertake effective complaint management and provide or ensure the provision of an adequate response to any complaints in accordance with SWISCo policy and published procedures.   2. To maintain knowledge and understanding of current and proposed national and regional legislation and guidance relating to the highways Asset Management Service and ensure compliance across the Highways Asset & Traffic Management function.   3. Establish correct levels of delegation and utilise resources efficiently. To include: * Responsibility for the overall management of the asset management service in relation to winter maintenance and highway emergencies. This includes decision making and coordination with the Highways Operations Manager during the winter periods. * Responsibility for the overall process relating to Winter Maintenance Operations, ensuring appropriate measures are undertaken to mitigate the effects of severe winter weather on the highway network. * Responsibility for the overall management of the coordination of works around Torbay’s highway network including management of the Streetworks Coordination service.   1. To lead the preparation of highways maintenance programmes on the Torbay highway network.   2. Ensuring appropriate highways maintenance and pavement management systems are available to record and display information related to condition surveys (machine and visual), highways safety inspections and other data as required.   3. Manage the movement of pedestrians, cyclists, and motor vehicles around Torbay’s highway network in as safe a manner as possible through monitoring of conditions and need, identification of works and production of client briefs as appropriate.   4. To introduce measures to support SWISCo’s alignment with Torbay Councils’ Carbon Reduction targets with respect to the reduction of energy consumption, construction processes, material usage and improved technology.   5. To lead on the highway issues relating to initiatives, policies, and strategies to increase the use of sustainable transport.   6. To lead on appropriate measures to improve safety on Torbay’s Highway Network including Road Safety Engineering and Collision reduction initiatives.   7. To lead on the enforcement of the Highways Act and other relevant legislation   8. To lead maintenance audits for major infrastructure improvement schemes affecting the highway.   9. Representing the Highways Team on forums, working parties, etc. as required, dealing with matters arising and dispensing advice to Members and the public on related matters.   10. Provide such support as may be required in response to Major Emergencies and business recovery.   11. Actively engage with other Service Managers and team members within the business to ensure a collaborative and seamless integration of service provision to both internal and external customers.   12. Ensure key performance indicators and outcomes against the services areas are met and align to the Business Plan supporting and developing strategies to address any issues.   13. An effective Health and Safety culture is fostered and maintained.   14. Making, facilitating, and fostering effective relationships that support a team ethos. |

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| 1. **Budgetary / Financial Responsibilities of the post**    1. Be responsible for allocated Revenue and Capital budgets for highways asset management and maintenance within the service area, in the region of £1.5m per year, however this may increase in line with specific grant funding.    2. Participate in the budget setting process of the service area’s Asset & Traffic Management function and identify efficiency savings and budget pressures.    3. Effective monitoring and reporting of budgetary information and specifically variation is recognised, and action taken as appropriate.    4. Effective collaboration between services and teams to maximise benefits to SWISCo and in turn Torbay Council. |

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| 1. **Supervision / Line Management Responsibilities of the post**     1. Have responsibility and direct Line Management for a service function of 9 Technical and Administrative staff and 15 School Crossing Patrol Operatives.    2. Undertake regular appraisal of staff performance (using appraisal processes and Competency Framework), prepare service specific training plans and monitor Continuing Professional Development of staff having regard to Health and Safety at work, HR policies, business needs and budget.    3. Review of training requirements is undertaken, and training provided to ensure that staff are effective in their roles and updated of any changes so that they can perform effectively.    4. To ensure corporate and consistent process are undertaken and followed. |

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| 1. **Working Environment & Conditions of the post**    1. Predominantly office environment and conditions 85%.    2. The role will require site visits to highway, development or other relevant external locations as required 15%.    3. Whilst at external site visits, the post holder could be exposed to unpleasant weather conditions such as wind, rain and snow/ice. To also include being in the highway/carriageway although all safety measures will have been considered. |

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| 1. **Physical Demands of the post**    1. Normal office function requirements whilst in the office    2. Will require the ability to carry out site visits to public highway areas and in the vicinity of some construction works, as required. |

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| 1. **Specific Resources used by the post**     1. IT equipment and the use of mobile technology.    2. No vehicle is specifically provided for site visits however occasional use of works vehicles may be available in some instances. The post holder may use their own vehicle for site visits in line with SWISCo policy or use public transport for which expenses may be claimed |

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| 1. **Key Contacts and Relationships**    1. **External**   Torbay Council departments  Councillors  Nearby District Councils  Suppliers  Contractors  Community engagement/partners/volunteers   * 1. **Internal**   Operational teams/Service Managers  Finance team  Senior Management Team  Human Resources  Directors and Board of SWISCo |

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| 1. **Other Duties**    1. To undertake additional duties as required, commensurate with the level of the job. |

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| Other InformationAll staff must commit to Equal Opportunities and Anti-Discriminatory Practice.  1. SWISCo operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the SWISCo, or associate company buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and SWISCo or associated company vehicles. 2. SWISCo does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement. 3. The post-holder is expected to familiarise themselves with and adhere to all relevant SWISCo Policies and Procedures. 4. The post-holder must comply with SWISCo Health and Safety requirements as outlined in the H&S policy appropriate to the role. 5. This post is able to be agile being based both from home and at Aspen Way, Paignton but may be required to move their base to any other location within the company at a future date. 6. The post-holder must be committed to the SWISCo Core Values for employees as defined in the employee handbook - Evidence will be sought during the probation and appraisal processes. 7. If you are required to use your own vehicle on SWISCo business or drive a SWISCo vehicle you will be asked to provide information which will be audited on a quarterly basis and undertake any required assessments. 8. You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions. 9. SWISCo is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for. |

** Person Specification**

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| **Note for Candidate**  **All Candidates**  The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.    In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria. Candidates who consider that they have a disabilityReasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role. |

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**Person Specification**

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. Effective leadership skills in order to lead, manage and motivate, enabling a demonstrable and successful team working ethos that fosters employee engagement. 2. Able to collaborate both internally and externally, to benefit from partnerships, shared learning and best practice. 3. Budget management – able to control operational budgets and deliver efficiencies. 4. Effective Risk Management. 5. Proven ability to work in a time-critical function, managing conflicting priorities effectively. Therefore, able to demonstrate effective time management and prioritisation skills. 6. Self-motivated, productive, dynamic, and innovative. 7. Effective computer literacy skills (MS windows, Teams and Office 365), with a proven ability to analyse complex data with efficient analytical acumen. 8. Demonstrable communication and negotiation skills with an ability to influence using clear and fact-based evidence. 9. Excellent interpersonal skills, which demonstrates an ability to convey information accurately and clearly in a manner which is clearly understood, including report writing and presentation format. 10. Demonstrate confidence and be competent, whilst being trustworthy and transparent when under external and internal scrutiny. 11. Proven problem-solving skills – the ability to identify causes and make objective and informed judgements without reference to others. 12. Evaluative decision-making in an informed concise and balanced way and be confident to make the decision. 13. Able to demonstrate emotional resilience, political awareness and balance. 14. Self-awareness with the ability to recognise own strengths and actively identifying areas for improvement. 15. Proven ability to drive and establish improved standards and performance through implementation of good practice and personal development. 16. Demonstrate high degrees of customer awareness with a commitment to a customer centred approach. 17. Strong commercial acumen. 18. Instils trust and instinctively knows and understands when information needs to be shared, throughout the company. | 1. The proven ability to project-manage and deliver change. 2. A track record of budget savings. |

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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Strong and effective knowledge of Health & Safety legislation 2. Effective knowledge and understanding of how to manage, including all aspects of people and financial management. 3. Understanding of effective management practices in terms of planning to achieve agreed targets and objectives and providing leadership. 4. Practical knowledge and understanding of legislative and statutory obligations which affects the Highways Asset Management service. 5. Effective working knowledge and understanding of National and Local Codes of Practice, guidance and targets relating to Highways Asset Management. 6. Effective working knowledge and understanding of the technical aspects of highways maintenance in accordance with national and local guidance and specifications. 7. Proven knowledge and understanding of the Statutory duties of a highway authority with respect to maintaining a safe and compliant highway network. 8. Proven knowledge and understanding of the development control process relating to highways and transport. 9. Effective knowledge, understanding of data protection and confidentiality, along with how to respond to Freedom of Information Requests. 10. Effective knowledge and understanding of project management techniques and how to deliver successful outcomes. 11. Awareness of quality control methodologies and how to implement them effectively and successfully. 12. Proven knowledge and understanding of line management and supervisory techniques to include all HR practices and procedures, to include equal opportunities. 13. Effective knowledge and understanding of how-to performance manage resources to enable successful outcomes. 14. Knowledge of technical aspects relating to monitoring highway condition with the use of current technology and related systems and the reporting of information to the Department of Transport. 15. Knowledge of the process relating to Street works coordination and the issue of permits to work on the highway network. | 1. Awareness of the commissioning process, including commissioning agreements and SLAs. 2. Knowledge of technical aspect relating to street lighting. 3. Knowledge of Maintenance Audit techniques. 4. Knowledge of the technical aspects relating to the reduction of carbon emissions for the service in respect of energy consumption, maintenance processes and material usage. |

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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 1. Experience of working at a professional level in highways engineering and road safety engineering. 2. Significant experience of delivering management and leadership of a team. 3. Experience in a variety of performance management techniques to improve and sustain improvements in highways, traffic or related field. 4. Experience of managing multi-disciplinary teams and commissioned services. 5. Proven experience of successful delivery of complex projects. 6. Significant experience of working in line with set budgets. 7. Experienced in the delivery and development of systems, policies and procedures that ensure compliance and service improvement. 8. Experience of managing procured support services. 9. Experienced in either producing or have supported in the production of business cases in support of capital projects, invest to save or invest to earn projects. 10. Experience of problem solving at a senior level to successful outcomes. 11. Previous experience of being able to in-still trust to staff members at all levels, clients/customers and the general public. |  |

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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
| 1. Qualified to degree level (or equivalent) in a related discipline. 2. Professional Qualification in Civil Engineering, Highways or Transportation. 3. Membership of relevant professional body (ICE, CIHT, IHE or equivalent). 4. Evidence of continued professional development | 1. A recognised management qualification (ILM, CMI, or equivalent). |

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| Essential – Other requirements of the job role  * Ability to carry out any physical requirements of the role (i.e. manual handling, outdoor working) * Ability to travel efficiently around the Bay in order to carry out duties * Ability to accommodate unsociable hours should emergencies need to be responded to |