|  |  |  |
| --- | --- | --- |
|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: City Centre Coordinator (Highways and Transport) | POST NUMBER:  |
| **REPORTS TO** (Job Title):  | Head of Service - Highways |
| DEPARTMENT: Highways | GRADE: 8 |
| JE REF: | 0170 | PANEL DATE: | 30/11/2021 |
| **1** | **MAIN PURPOSE OF JOB*** To oversee and coordinate Transport and Highways related Capital Projects planned for within York City Centre
* In doing so acting as an effective Programme Manager liaising with the Communications Team, City Centre stakeholder groups and businesses, the various Project Managers and the Street Works team.
 |
| **2** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | Liaise, lead and collaborate with various CYC project team members to ensure a high quality approach to delivery of the transport, highways and traffic, and general infrastructure schemes within the city centre of York. |
|  | ii | Establish and maintain good internal and external relationships with clients, customers, elected Members, other colleagues, contractors and the general public. |
|  | iii | Communicate the work of the Teams, Sections and Departments as appropriate. This may involve attendance at public community / stakeholder meetings, Ward Committees and Parish Councils.  |
|  | iv | Identify the resources required to meet workload demands within the programme, assist the Construction Manager with the commissioning of consultants and other suppliers as required |
|  | v | Programme manage schemes as required to avoid clashes |
|  | vi | Responsibility for the assigned city centre programme of works (note that each individual scheme PM will be accountable for the specific delivery) |
|  | vii | Work to lead project teams as appropriate. These teams may consist of other Council staff outside of Highways. |
|  | viii | Compile quality information on scheme progress and forecasting to assist internal reporting |
|  | ix | Support the internal clients in developing future work programmes and specific scheme briefs. |
|  | x | Respond to concerns from members of the public by meeting, discussion or letter by liaising with individual scheme PM’s |
|  | xi | Develop links and liaise with other sections/departments within the Council to progress the development of projects and programmes of work, and to ensure schemes achieve service wide objectives.  |
|  | xii | Develop links and liaise, as appropriate, with key stakeholders, internal and external. Contribute to and promote good practice to help establish and maintain the Council as a flagship authority. |
|  | xii | Work within existing procurement processes at all times |
| **3.** | SUPERVISION / MANAGEMENT OF PEOPLENo. reporting –**Direct:** None **Indirect:** Up to 10 Project Managers* The post holder will not have project supervisory responsibilities
* Indirect: The post holder will need to liaise with PM’s, Communications Team, Street Works and external stakeholder groups
 |
| **4.** | **CREATIVITY & INNOVATION*** This role is responsible for encouraging a culture of ‘outcome based solutions’
* The post holder is expected to have a ‘Continuous Improvement’ approach to all aspects of their role
* All of this will necessitate creative thinking to update current working methods and being empowered to challenge and develop new efficient, innovative systems of delivery.
* Work within existing guidelines, but the post requires an innovative approach in solving sequencing and programme clashes and problems
* This has to be applied in the context of a wide-ranging knowledge of Council and Government procedures and policies, and technical codes of practice and regulations.
* Many delivery projects are one-offs with no clear precedents on which to base solutions, and require original thought and application of specialist knowledge to enable demonstrable success
 |
| **5** | CONTACTS & RELATIONSHIPSBuilding and maintaining successful relationships is a critical aspect of the success of this role. As such the postholder should expect to be in regular contact with the following:* Project Delivery team members
* Asset owners and other Clients
* CYC Elected members
* Parish Councillors
* CYC Street Works team
* Members of the public
* Various Stakeholder Groups

This regular contact would be typically verbal, face to face or via telecommunications. However the post holder should also be comfortable with written communications, email and similar. These interactions may include dealing with contentious issues.The postholder is expected to:* Establish and maintain good internal and external relationships with other Sections/Departments, elected Members, special interest groups and the general public.
* Attend meetings and make presentations to clients, elected Members, the public and other external organisations if necessary.
* Deal professionally and sympathetically with complaints and enquiries, ensuring that the best possible relationships are maintained despite difficult, complex and sometimes controversial matters being involved.
 |
| **6** | **DECISIONS – discretion & consequences*** Be able to work on own initiative and to provide leadership to guide and support project delivery teams
* Make decisions based upon engineering knowledge and experience to enable the works to be delivered on time, within budgets and without compromising on quality.
* Identify the issues to be addressed as part of the project and programme management processes and to make recommendations to the Transport Board for a decision.
* There is the potential for reputational consequences to CYC as well as knock on effects such as delay of delivery of individual schemes and project costs that may incur. This would affect stakeholders as well as visitors to York

Approve items of expenditure up to a limit of £5,000 |
| **7** | **RESOURCES – financial & equipment**(Not budget, and not including desktop equipment)Description ValueStandard PPE (for site visits / audits) £100 Approx.Laptop and Mobile Phone £2,000 Approx.  |
| **8** | **WORK ENVIRONMENT** **Work demands*** Plan and prioritise own workload which is subject to interruption and change on a daily basis for unplanned or emergency situations
* Some tasks may be undertaken out of hours, such as community / public facing meetings
* High workload pressures coming from the need to deliver a substantial number of schemes within very tight deadlines.
* Delivery of planned work can be disrupted by requirements to deal with enquiries from the public or elected Members.
* Respond to enquiries from Members and the public within specified deadlines.
* The ability to work with multi-disciplinary teams, while dealing with tight deadlines and budget pressures necessary to succeed in a commercially orientated environment.

**Physical demands:** * Normal office physical demands with significant keyboard activity.
* Site visits to inspect and monitor progress

**Work conditions:** * Mainly office based, but requires frequent visits to sites when they are operational and to be established
* Regular site visits which will involve activities such as photographing the built environment, meetings and checking of programmed work. This work is not weather dependent and could be undertaken in adverse conditions.

**Work context:*** The work of the broader team is carried out very much in the public eye due to the process of scheme consultation and democratic approval processes.
* Therefore outputs for the teams are constantly under scrutiny from the general public, elected Members, special interest groups and the media. This presents great pressure to avoid mistakes being made.
* At times deal with challenging (disgruntled and abusive) customers.
 |
| **9** | **KNOWLEDGE & SKILLS** The post holder will also have:* Prince2 accreditation (or a similar Project or Programme management accreditation)
* Demonstrable experience in working on city centre projects with high Communications and planning aspects
* Experience in programme/project management of engineering projects, preferably with highway/transport experience
* A proven ability to work as part of a team. Have the ability to build and work constructively as part of a multi-disciplinary team with potentially conflicting projects and delivery timelines.
* The ability to be proactive and positive in maintaining a flow of information.
* Excellent communication and presentation skills both written and verbal.
* The ability to manage resources, carry out works within budget and deliver expected outcomes.
* Ability to prioritise and manage a demanding workload.
* Excellent demonstrable project/programme management skills, with the ability to identify issues and risks that may have severe consequences for the delivery of the authorities’ ambitions.
* The ability to work within a multi-disciplinary team environment.
* A clear commitment to the development and delivery of customer centred services.
* Experience in computer applications such as Microsoft Outlook, Word, Access, and Excel.
* Experience in Microsoft Project or similar would be advantageous
 |
| **10** | Position of Job in Organisation Structure |  |
|  |  |  |