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|  | | | JOB DESCRIPTION | | | Form JD1 |
| JOB TITLE: Head of Highway Asset Management | | | | **POST NUMBER:** | | |
| **REPORTS TO (Job Title) :** | | | | Head of Highways and Transport | | |
| **DEPARTMENT:** Place | | | | GRADE: 12 | | |
| **JE REF:** | | 70 | | PANEL DATE: | 31/12/2021 | |
| **1.** | **MAIN PURPOSE OF JOB**  To lead, manage and be accountable for all the services within the Highways Asset Management. Ensuring the service develops the appropriate policies to reflect customer needs; whilst delivering the strategic priorities of the Council; secures better outcomes for the city; and provides direction, guidance and a delivery focus to stimulate and support the sustainable growth of York. That the services then deliver according to this policy.  To support and where necessary and deputise for the Head of Highways and Transport providing professional guidance on complex issues relevant to the portfolio of service to Members, Corporate Management Team and other senior managers across the whole of the Council to ensure informed decisions regarding the City’s Highway Asset Management Services. | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES** | | | | | |
| i. | | Responsible for leading, developing and delivering effective, efficient and safe Highway Asset Management services with responsibility for the following group of services:   * Design, delivery and project management of infrastructure projects * Highway Asset Management & inspection * Highways Flood Risk Engineers * Highway Maintenance Design * Street Lighting * Highways Investment Programme * Front Line Operations including (highways, drainage, blacksmiths, ancient monuments, winter maintenance) * Out of hours service including winter maintenance and emergency response e.g. flooding * Management of major infrastructure programmes and projects e.g. city walls | | | |
| ii. | | To significantly contribute to the achievement of corporate objectives through management of resources, service leadership, and the application of skills and knowledge in the discharge of the Council’s statutory duties as regards Transport Authority, Highways Authority and Operators License obligations. | | | |
| iii. | | To efficiently protect, develop and deliver high quality infrastructure through the implementation of a wide range of programmes and projects on the highway and wider environment that deliver value for money through efficient, effective and high performing professional teams. | | | |
| iv. | | To take a proactive and leadership role to manage risk in relation to the portfolio of services. | | | |
| v. | | To be accountable for the financial performance of the service areas through the control of resources. Ensure compliance with all legal, statutory requirements, Standing Orders, Financial Regulations of the Council and all appropriate areas as documented in the accountability framework. | | | |
| vi. | | To manage and ensure the front line services with the services are safe and high performing and competitive in comparison to other equivalent external public and private sector organisations. | | | |
| vii. | | To brief and engage with consultants, contractors, specialists and suppliers to ensure services are effectively and compliantly commissioned and delivered, whether fully outsourced or in support of the in-house team. Provide advice, support and leadership to these activities in support of business activities, ensuring that targets and outputs are achieved. | | | |
| viii. | | Horizon scanning and realisation of opportunities in order to ensure that all available funding is accessed maximised and utilised to full potential To prepare and implement business plans for the Highway Asset Management Services based on research and understanding of resources available as well as customer expectations. | | | |
| ix. | | To deliver an efficient and effective highways asset management service that contributes to the future development ambitions of the city and maximises contributions from developers to support development of sustainable infrastructure and mitigation measures. | | | |
| x. | | To develop, maintain and implement the Council’s Highway Asset Management Plan; to develop appropriate highway investment programmes that will utilise available resources to maximum efficiency, address issues through customer feedback and maintain a safe and high quality highway network for the city. | | | |
| xi. | | To deliver an effective and efficient highways adoption function that supports development and regeneration in the city. | | | |
| xii. | | To ensure a responsive out of hours service, including winter maintenance and highway emergencies, which includes situations such as flooding; significant disruptive snow fall, and major events which occur within the public highway which have an impact on travel within the city and surrounding network. | | | |
| xiii. | | To ensure the Highway Operations complies with the obligation under the terms of the Operators Licence agreement. | | | |
| xiv. | | To ensure the operational services manage the corporate driver risk via driver administration - including the checking of drivers' licences and driver CPC qualifications, ensuring that the retention of drivers hours records, and working time records. Ensuring compliance with the driving hour’s rules (EU or Domestic Hours rules) and records are retained. To ensure drivers are adequately trained and competent to operate relevant vehicles and equipment prior to use. Monitor & reporting safe loading and appropriate loads carried to the specified vehicle loading capacity. | | | |
| xv. | | To ensure a high standard of customer care and build effective relationships associated with this post, particularly local and regional partners, stakeholders and wider agencies. | | | |
| xvi. | | To develop, implement, maintain and review a comprehensive performance management framework and systems to monitor and manage progress on delivering agreed outcomes; in line with national performance targets, corporate guidance and best practice principles. | | | |
| xvii. | | To prepare and implement a service plan for the section’s activities based on research and understanding of resources available as well as customer expectations. | | | |
| xviii. | | To prepare, in conjunction with CYC Press office, media briefing notes and press releases in connection with Highway Asset Management services. | | | |
| xix. | | Brief elected Members to ensure that they are fully aware of operational and development issues relevant to their portfolio and advise them on strategy and policy developments relevant to the post holder’s professional discipline. | | | |
| xx. | | To develop collaborative working with neighbouring authorities, regional partners and the private sector to review and bring forward new opportunities including shared services, partnering approaches, contracts and new models of working. | | | |

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| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  Direct: 8 Indirect: 71.5 Operational: 68.5  The post holder will manage teams responsible for a diverse range of tasks covering different specialist areas and will be accountable for all related issues.  **Direct Management:**  Highway Asset & Wards Manager.  Structural Engineer  Compliance Officer (procurement & health and safety).  Flood Risk Engineers X2.  Highways Operations Manager  Street Lighting Manager  Highways Structures Manager  To ensure all staff know and accept their health and safety responsibilities and are adequately trained and resourced to discharge them. |
| **4.** | **CREATIVITY & INNOVATION**  The post requires a creative thinker who has the ability, knowledge and expertise to analyse complex and often conflicting issues and present imaginative, balanced and practical solutions. There are at times no set approaches and original thinking is required to manage the highway asset and address the development, design, and implementation of transport and highways projects in a historic city with significant growth pressures. These solutions will directly impact on the future development, sustainability and prosperity of the City.  The post holder will be expected to respond at short notice to requests from senior management, Cabinet Members and other Councillors to provide solutions to a broad range of high profile issues including: highway maintenance, scheme/project delivery, emergency response, major infrastructure projects, service delivery issues, media interest and resources; some having a significant impact on services and Council corporate objectives.  The post holder will create and maintain methods of working to ensure job satisfaction, staff motivation and retention within all service areas.  The post holder will be required to continually improve the service by the generation of new and innovative working practices to improve the efficiency, quality and customer experience; along with ensuring the service is run as a business unit with a strong performance management culture. |
| **5.** | CONTACTS & RELATIONSHIPS Accountable to the Head of Highways and Transport.  **Internal**  Key relationships with Director, senior managers, staff across the Directorate and other CYC Directorates on strategies, policies, programmes and projects.  Routinely deals with contentious and complex issue with high media profile and elected member interest.  Advises Corporate Management Team and Council Leadership Group  Regular contact with corporate finance & finance teams to agree project requirements, funding and financing arrangements.  Regular contact with client representatives across the Council to agree project requirements, funding and programmes of work.  Liaises with the Leader of the Council, Cabinet Member and senior members at the Cabinet, member groups and scrutiny committees.  Management responsibility for all staff in the Highways service, involving use of persuasion, motivation assertiveness and influence to improve performance and introduce new working practices.  Elected members on an ad hoc basis providing information, advice and presenting reports.  **External**  Regular contact with consultants to support the Highways Team to deliver the council’s capital and revenue programmes, including fee negotiation and monitoring of performance.  Regular contact with and briefing of partners including consultants, contractors and specialists: agreeing methodology for contract cost control, fee management and quality levels.  Needs to influence, persuade and negotiate with a wide range of statutory bodies, stakeholders, consultants, utilities, infrastructure providers, local businesses, interest groups, the public, community and advisory groups.  Works with neighbouring councils to develop joint approaches and development of best practice initiatives. Member of the West Yorkshire Alliance & LCRIG (local council road investment group)  Stakeholders and the public – occasionally through public consultation, ward and parish meetings, exhibitions and presentations.  Networking and contact with senior officers of other Authorities, consultants and contractors, to promote excellence and best practice in delivery of Council projects as well as developing shared services/contracts.  Support the Council’s involvement in the Yorkshire Highway Network and framework agreements.  The post holder will need to develop and maintain contacts and relationships at a senior management level with national, regional and local organisation. |
| **6.** | **DECISIONS – discretion and consequences**  **Discretion**  As Service Head the post holder has overall responsibility for the resource and financial management for the service, including the allocation of resources to work within objectives, budget parameters and timescales set by the Council. Ensuring the efficient use of available resources, prioritising conflicting demands and using judgement concerning workload, service delivery and cost effective solutions.  The post holder will authorise and make recommendations in reports on matters relating to key strategies, policies, programmes and projects.  Recruitment and retention of staff and allocation of outsourced work.  Evaluate performance relative to business targets, identifying areas of potential failure, deciding upon and making recommendations for remedial action.  The post holder will be expected to take decisions affecting the staff management and welfare issues.  The post holder will be responsible for continually monitoring and improving working practices, ensuring compliance on statutory obligations is met, and deciding on procedures and policies to improve the service, and ensure that performance targets are reached.  Identification of all design, programme of cost issues and risks that will impact on the successful delivery of projects and schemes, judging necessary management interventions and implementing effective mitigation strategies.  The post holder will be expected to determine appropriate procedures to ensure the health and safety of all staff working on or visiting sites.  **Consequences**  Evaluate performance relative to business targets, identifying areas of potential failure, deciding upon and making recommendations for remedial action.  Appropriate decisions in relation to the development and use of health and safety procedures will ensure staff are adequately protected from the range of hazards faced, ranging from hostile members of the public to busy construction sites or dilapidated buildings.  The post holder will be expected to make decisions in relation to the formulation of key policies, initiatives and projects which will have significant impacts on the future of the development of the city.  When problems occur during projects and schemes, the post holder will have to use their knowledge and experience to find appropriate solutions to resolve the dispute within time, quality and cost constraints, negotiating agreement with various parties in the dispute.  Assess requirements regarding the format and structure of any technical and tender documentation, procedural manuals and systems of working to provide a consistent, appropriate and supportive framework for the delivery of projects. |
| **7.** | **RESOURCES – financial & equipment**  Departmental equipment £5,000 |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**  **Work demands** - The post holder will be expected to deal with conflicting demands which result from the management of a broad range of functions, projects and schemes in relation to the highways infrastructure of the City.  The post will involve dealing with high profile urgent matters arising from day to day, requiring continual reassessment of often competing priorities. The issues frequently require often difficult decisions with programme or service resource implications and often involve contact from and giving statements to the media. The management responsibilities of this post include dealing with many and often conflicting deadlines.  Managing resources and re-prioritisation of work and resources as a result of emergencies and urgent works.  **Physical demands** – Normal office environment, including use of IT terminal to perform complex activities  Interrupted routine to resolve unexpected demands with visits to site and locations for highways improvements, including the hazards associated when visiting such sites.  Some site work may be carried out alone and therefore the post holder must be aware of the implied risks  **Work conditions** - Normal office environment with occasional site visits including operational constructional sites where hazards are present.  **Work context** - The post holder will take a flexible approach and will undertake such duties as are consistent with the delivery of a complex service, the job purpose and grade of post.  Site hazards pose considerable risk including injury. |
| **9.** | **KNOWLEDGE, EXPERIENCE & SKILLS**  **(Essential Criteria in the context of this role)**  **Knowledge**   1. Educated to foundation degree level or have an equivalent qualification in management field. 2. The post holder will be required to undertake work of a highly complex, contentious and diverse nature which requires advance knowledge and skills in the range of specialist disciplines represented in the Highways service. 3. Extensive knowledge of local authority budgetary arrangements, accounting systems and financial management. 4. Extensive knowledge and understanding of policy development and initiatives; relevant legislation and the application of regulations in Local government related to Highways. 5. Knowledge and practical application of procurement procedures, tender evaluation techniques and Council Financial regulations. 6. A detailed knowledge of the national and local political context within which the highways service operates; and of the wider economic and social impacts of all services.   **Experience**   1. Significant managerial experience in a comparable role. 2. Proven experience of managing highways services, including highway asset management; highway development management; street lighting; development, design and delivery of transport and highways projects; management of major transport and highways programmes and projects; highways operational functions and emergency response. 3. Proven experience working at a senior level and managing complex projects. 4. Demonstrable experience of performance management and target setting. 5. Demonstrate experience of delivering creative and innovative solutions to complex problems. 6. Significant experience of managing complex budgets and delivering challenging savings targets in a public sector environment. 7. Proven experience of staff development and motivation. 8. Experience of process improvement procedures and methodologies. 9. Experience of developing and managing delivery of major infrastructure and transport programmes and projects. 10. Experience of corporate working and working in partnership with other agencies and external organisations / partners.   **Skills**   1. Tenacity, drive and determination to reach required outcomes 2. The ability to lead and inspire others to contribute towards achieving organisational success through team building and collaborative working. 3. Excellent oral and presentational skills with ability to adapt to different audiences and convey decisions and advice through clear and concise communication. 4. Skilled and experienced in performance review techniques and managing performance to instil and achieve continuous service improvement and a performance based culture. 5. Ability to ‘model’ appropriate behaviours that encourage a culture of empowerment, appropriate delegation, accountability, initiative and transparency across the service and Directorate. 6. Well-developed IT skills with ability to utilise and implement appropriate new technology that benefits service delivery and new ways of working. 7. Sensitivity, tact, effective persuasion and discretion in dealing with members of the public, developers, partners, colleagues and Elected Members. 8. Ability to take long-term view; envision and translate the bigger picture into clear service direction and objectives; and adapt approach to different audiences. 9. Demonstrable ability to undertake effective service development, transformation and innovation which delivers the most cost effective and efficient services for the Council. 10. The ability to motivate staff and work effectively as a team member as well as a leader. 11. Extensive experience of developing and implementing effective approaches to work flow/resource planning, programme management and a delivery focussed ethos. 12. Ability to think strategically and analytically, work under pressure and deliver to tight deadlines. 13. Strong influencing, persuading and negotiation skills. 14. Ability to manage competing demands, devise and prioritise workloads and work to tight deadlines. 15. The ability to negotiate effectively with developers and their agents; and to develop effective and collaborative working relationships with developers, agents, key consultees and partner organisations in the city, regionally and nationally. 16. The ability to deliver a positive customer focussed approach to service delivery, along with a positive approach to staff and organisational development, which is open and flexible to new opportunities and challenges; that also conveys the highest levels of integrity, with a commitment to equality in service provision and as an employer; and a strong commitment to self-development. |
| **10.** | **Position of Job in Organisation Structure**  **Job reports to:**  Head of Highways and Transport  Ma  (Post No:……………)  **THIS JOB**  **Other jobs at this level:**  Head of Transport  Head of Programmes Jobs reporting up to this one: Highway Asset Manager  Fleet Manager  Highways Operations Manager  Street lighting Operations Manager  Flood Risk Engineers  Highways Structures Manager |