|  |  |  |
| --- | --- | --- |
|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Highways Capital Delivery Manager | **POST NUMBER:**  |
| **REPORTS TO:** | Head of Highways Asset Management |
| DEPARTMENT: Highways | GRADE: 11 |
| **JE REF:** | 0038 | PANEL DATE: | 17/05/2022 |
| **1** | **MAIN PURPOSE OF JOB**Assist the Head of Highways Asset Management in the provision of a customer responsive and commercial service for delivering a wide range of capital transport, highways, drainage and general infrastructure engineering projects. In doing so, this role is accountable for ensuring continuous improvement in regards to not only budgetary and programming performance but also proactive customer responsive service, health & safety and environmental performance.To programme all schemes delivered by the Highways services, both internal and external schemes, supporting the design through to delivery on site by the in-house works delivery team and Framework Contractors. In doing so this role will, as appropriate, act as Principal Contractor and / or Principal Designer in accordance with the CDM Regulations.To lead and manage a multi disciplined and wide ranging delivery team which includes professional staff as well as operational construction teams.To ensure the department is providing value for money and actively seeks to expand the income of the department through external and internal funding streams. Will build a strong and diverse portfolio of clients to generate income for the authority both through one off contracts and term maintenance agreements. Assist and drive organisational success, post holder must have the ability to respond to and manage change processes, the identification and development of strong leadership to guide these processes. Lead from the front to develop effective strategies to retain teams and further develop the team. |
| **2** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | Lead and motivate the staff to ensure a team orientated, high quality approach to delivery of the capital transport, highways maintenance and general engineering schemes, along with delivery of S106 and S278 projects. |
|  |  | Establish and maintain good internal and external relationships with clients, customers, elected Members, other colleagues, contractors and the general public. |
|  |  | To undertake winter maintenance duty officer role on a rotating standby arrangement. |
|  |  | Communicate the work of the Team, Section and Directorate as appropriate. This will involve attendance at public meetings, Ward Committees and Parish Councils. There is also a need to present delivery reports at meetings for decisions on scheme build proposals and procurement issues. |
|  |  | Provide guidance to the Team on the standards and appropriate methods for delivering schemes. Assist in the development and training of colleagues and teams, working with colleagues in WDU and Compliance.  |
|  |  | Secure the necessary resources to meet workload demands, including the recruitment of both permanent and temporary staff, and the commissioning of consultants and contractors through the council procured providers. |
|  |  | Manage large scale complex engineering contracts as required ensuring that the client’s brief is met in full and within agreed timescales, budgetary constraints and quality standards. |
|  |  | Overall responsibility for workload planning, programme management, project management, monitoring of performance, and the general quality control of output from the teams, including all aspects of the CDM Regulations. |
|  |  | Prepare and implement strategies, policies and practices in connection with the development and management of maintenance projects. |
|  |  | Manage external contractors as required ensuring that the works are delivered to specification and within the agreed timescales. Administration of civil engineering contracts including the assessment of interim and final valuations from clients (external and internal) and contractors with subsequent authorisation of accounts for final signature.  |
|  |  | Source private works and liaise with developers and consultants to ensure the efficient delivery of works funded through private mechanisms. Source, research and prepare tender prices for large scale/private works in order to be competitive within the open market. To actively seek to grow the business and expand the turnover of the department by carrying out works for internal and external clients. |
|  |  | Establish and maintain good internal and external relationships with clients, customers, Members, other colleagues and contractors. |
|  |  | Compile quality information on scheme progress and finance to assist the Head of Highways Asset Management in managing the capital budgets and performance. |
|  |  | Support the section’s clients in developing future work programmes and specific scheme briefs. |
|  |  | Develop and maintain all required record systems. |
|  |  | Respond to concerns from elected Members and the public by meeting, discussion or in writing. |
|  |  | Co-ordinate the activities of staff and activities under their control, give advice and support. Set programme targets for individuals to meet and monitor results. |
|  |  | Co-ordinate and manage health and safety documentation for Highways, in line with current legislation to ensure the safe delivery and operation of works on the public highway (safety method statements, risk assessments, etc.). Ensure works are carried out to agreed safe working methods. |
|  |  | To ensure the council priorities and service plans are delivered and communicated through managed processes such as one-to-ones, PDR’s, team meetings, etc. |
|  |  | The post holder will monitor and manage the performance of the service and manage the performance of individuals. |
|  |  | Ensure that HR duties such as absence management, performance, disciplinary investigations, health & wellbeing, dignity at work, etc. are conducted correctly and appropriately. Manage Sickness absence in accordance with HR procedures. On occasion, act as hearing manager for disciplinary cases or conduct investigation and presentation of disciplinary proceedings. |
|  |  | Comprehensive budget monitoring and management including escalation for authorisation to Head of Highways Asset Management if there are variances between budget and spend. |
|  |  | Ensure Health and Safety policies and practices for all sections of the department are communicated and delivered on a regular basis. |
|  |  | Management and delivery of procurement processes for materials and services in accordance with CYC policy to ensure works are carried out economically and within budgets. Appoint external contractors to supplement the in-house delivery team to cover peaks in workload. |
|  |  | To act as Flood and emergency officer as set out in the Council’s Emergency Flood Plans. To attend emergency flood meetings with Police, Fire, Ambulance, Environment agency, Yorkshire water, Social services, CYC directors and heads of service. |
|  |  | When acting as flood officer, inspect and monitor all flood defences including portable pumps, pumping stations, flood barriers, etc. |
|  |  | Manage and develop the existing partnerships with neighbouring Councils, and authority Alliances. |
|  |  | Overall responsibility for workload planning, programme and project management, monitoring of performance, and the general quality control of output from the team, including all aspects of the CDM Regulations. |
| **3.** | SUPERVISION / MANAGEMENT OF PEOPLENo. reporting –**Direct:** 7 **Indirect:** 12 (including operational staff) |
| **4** | CREATIVITY & INNOVATIONThe post requires an innovative approach in solving difficult and complex engineering problems, often with the need to develop solutions with minimal funding. 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.Problems are very often one offs with no clear precedents on which to base solutions and require original thought and application of specialist knowledge.Continually seek to develop improved policies and procedures and working practices to deliver an improved service to clients.Assess and evaluate working methods in order to create a healthier and safer work environment for both office and site based staff, monitor working methods and source new and innovative equipment to aid with the task.Be able to expand current skills and knowledge to new work streams, this will require creativity and adaptability for the successful tendering for works. Working with minimal supervision to actively generate income for the authority in a variety of disciplines.Constantly take a flexible and innovative approach to addressing recruitment and retention issues with a view to maintaining adequate resources to meet workload demands.This role is responsible for developing and maintaining a culture of ‘outcome based solutions’, focusing on being a solutions provider rather than a deliverer of a service.Continually driving a ‘Value for Money’ approach the post holder will continually strive to demonstrably improve the effectiveness of delivery of services. The post holder is expected to have a ‘Continuous Improvement’ approach to all aspects of deliveryIn terms of Winter Duties:* Must be able to interpret data from the approved forecast service provider and weather stations when making local decisions.
* Must have sound knowledge of basic meteorology. Understanding of weather patterns, and cause and effect of precipitation and temperatures, and dew points.
* Must have a good understanding of the working time directive and driver hours regulations.
 |
| **5** | CONTACTS & RELATIONSHIPSEstablish and maintain good internal and external relationships with other Sections/Departments, elected Members, special interest groups and the general public. This will include attending meetings and making presentations to clients, elected Members, the public and other external organisations as necessary.Contribute as necessary to inter-agency working groups looking at flooding, winter and transport related issues at a local or regional level.Deal professionally and sympathetically with complaints and enquiries, ensuring that the best possible relationships are maintained. Work with external contractors, external clients and organisations (such as English Heritage, Developers, etc) to ensure quality and value for money are maintained in accordance with CYC procedures, especially procurement regulations. Liaise with external suppliers of materials to ensure the department receive the quality of products and services are maintained in order for the department to function efficiently.The post holder will be required to increase the income for the department; this will involve seeking out new customers and partners. In order to secure additional works, a strong working relationship and a high level of trust will be required between both parties, this relationship and trust is critical to securing the additional income that is expected corporately.Act as Bronze Control in times of floods: attend flood meetings at Police control room to give updates on actions taken and future works to be implemented. To liaise with external and internal bodies such as Police, Fire, Ambulance, Environment agency, Yorkshire Water, Director of City of York Council, Social services, Emergency planning officer and Armed forces.Ensure collaborative working and excellent communications are maintained internally in order to enhance the programmed delivery of all highways related schemes. |
| **6** | **DECISIONS – discretion & consequences*** Take responsibility for staff recruitment and welfare (including H&S at work issues).
* Undertake Performance and Development Reviews to set personal targets and identify training needs for staff.
* Allocate work to staff, monitor performance and check the quality or work output.
* Work creatively within the scope of local policies, design guidance and national regulations to develop practical options for solving difficult and complex problems.
* Be able to work on own initiative and to provide leadership to motivate and develop staff.
* Responsible for the development and stability of the working environment with the ability to recognise and implement improvements to the entirety of the diverse service in order to enhance quality and efficiency for the client.
* Make decisions based upon engineering knowledge to enable the works to be delivered on time and within budgets. The ability to understand the outcome of such decisions and the impact on other aspects of the work is essential to the successful outcome of the work.
* Preparing business cases for external works applications that are robust and protect the authority both financially and reputationally.
* Present information and explain decisions which have been taken, to all levels of the hierarchy.
* Identify the issues to be addressed as part of the project management process and to make recommendations to management teams and committees for a decision as to how the projects should proceed.
* Ability to make financial decisions, which result in the payment of work to contractors and consultants employed to deliver the programme of works.
* The consequences of not being able to function in this role could lead to teams working without the legal requirements to carry out the tasks. Schemes being unnecessarily delayed, exceeding their budget or creating an increased risk of injury to both the workforce and the public.
* Failure to comply with statutory requirements could result in legal (criminal and civil) proceedings, also reputational risk to the council. The ability to analyse information quickly and efficiently, and to provide solutions to health and safety problems is essential. In cases of serious and imminent danger, is able to stop any and all forms of work.
* Increasing the client base for the department will positively promote the workmanship and quality of services for the authority; this may lead to additional works income for other departments.
* Will have the ability to be self motivated and prioritise workloads.
* Advise Senior Managers and elected Members on technical issues and recommend solutions to problems which may have significant financial and/or political implications. Make decisions and direct staff in accordance with Council policies and procedures.
* Advise the Head of Highways Asset Management and other internal contacts on issues related to Highway Maintenance, works delivery and Transport and Safety. Advise on budgetary requirements and bids for funding of relevant parts of the service for which the post holder has responsibility. Advise on the effects of not receiving funding and its implications on the service.
* Report to Head of Highways Asset Management in relation to the monitoring of revenue and capital budgets (of up to £20m pa) assisting in the setting of priorities for expenditure and authorising payments.
* As part of the post holders responsibilities they will act as an emergency officer (Bronze Control) representing CYC when working alongside the Emergency Services (police, fire, etc.) dealing with incidents, accidents, emergencies, etc. often having to make instant decisions in order to minimise disruption to members of the public and other road users. The decisions made on the spot may have consequences, which will have an instant impact on the highway network and reputation of the council, these consequences will require justification within the authority.

In terms of Winter duties: * Must make decisions to minimise the impact on all road users, particularly ensuring they can safely travel around the network during periods of wintery weather.
* Controls when the network is to be treated and for how long.
* Has discretion to authorise winter maintenance operations.
* Can discuss what action is to be taken with our forecast service provider if necessary.
* In cases of emergency has the power to open the emergency control room to better orchestrate operations.
* There are significant consequences for CYC if the network fails as a result of incorrect treatment, both financially and for its reputation.
* Must have a good understanding of the working time directive and drivers hours regulations.
* May be required to represent Council in court to support and defend decisions made should a public liability claim be received.
 |
| **7** | **RESOURCES – financial & equipment**(Not budget, and not including desktop equipment)Description ValueApproved items of expenditure to a limit of £20,000 Mobile smart phone and tablet £1000 |
| **8** | **WORK ENVIRONMENT** **Work demands:** * High workload pressures coming from the need to deliver a substantial number of schemes within very tight deadlines.
* High workload pressure due to the position of principle contractor on large schemes affecting the network in various locations at any one time throughout the city. The demands on the Principal Contractor dictate they are responsible for all actions on the affected network (including delays).
* 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 to the disciplines necessary to succeed in a commercially orientated environment, expected to generate additional income for the authority while still delivering core internal services.
* Monitor and review work programmes on a regular basis and be adaptable to changing priorities in order to ensure the authority’s ambitions and requirements are met, this can on occasions require substantial amounts of re-programming of works, labour, plant and materials.
* Attend Committee and public meetings, some of which can be outside office hours.

**Physical demands:** * Normal physical demands with occasional site visits entailing climbing of ladders and scaffolding and meeting customers.

**Work conditions:** * Mainly office based. Site work, when required, will involve activities such as photographing, taking measurements of the built environment, meetings and checking of constructed work. This work is not weather dependent and could be undertaken in adverse conditions. Emergency work when the city is affected by floods or severe winter weather, this work could involve being out in all weather conditions, but is not expected to be regular.

**Work context:** * The work of the team is carried out very much in the public eye due to the process of scheme consultation, democratic approval processes and the responsibility of front line services. Therefore, outputs for the team 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 disgruntled and abusive customers.
 |
| **9** | **KNOWLEDGE & SKILLS** The post holder will be educated to a tertiary level or equivalent in a relevant subject, with qualification as a Chartered Engineer a distinct advantage. The post holder will also have:Technical* Demonstrable experience of managing a diverse team of professional, technical officers, supervisors and front line staff
* Demonstrable experience in managing the design, specification and construction of complex engineering projects
* Experience of programme and project management from concept design through to, and including, construction and final account settlement
* Demonstrable experience in CDM roles, such as Principal Designer and / or Contractor
* Knowledge of relevant Codes of Practice
* Experience in procurement of frameworks and individual contracts
* ‘Red Book’ Traffic Management experience and / or training

Communication* Experience in working in a Local Government environment at a level where regular contact with the public and Elected Members has been required
* A clear commitment to the delivery and development of customer centred services
* The ability to quickly forge new relationships and demonstrate excellent communication skills
* High standards of written and oral communication
* Excellent negotiation and persuasion skills
* Demonstrate a political awareness and the necessary skills to relate well to elected Members
* Handling confrontation in the work place

Leadership* A proven ability to act as both a leader and a manager while being an integrated member of the team
* The ability to provide leadership to motivate and develop staff
* Recognising change as an ongoing process that encourages the team to continually strive for increased performance and value for money
* Experience of target setting

Management* Demonstrate evidence of managing resources within budget and delivering expected outcomes
* Experience of target setting and performance management
* Have a thorough understanding of HR policies and procedures for the managements of absence, performance, disciplinary processes, dignity at work etc
* A broad knowledge of the Council’s policies and procedures

Health, Safety & Wellbeing* IOSH Managing Safely
* COSHH assessments
* First Aid
* Safety Method Statements and Risk Assessment training
* Construction Phase Plans and / or Pre-Construction Information packs
* A thorough understanding of Health and Safety Policy and procedures is required for both the office and construction site environments
* A clear commitment to the development and delivery of customer centred services with a commitment to meaningful consultation

General* Experience in computer applications such as Microsoft Outlook, Word, Access, and Excel & Project
* Ability to prioritise and manage a demanding workload
* Ability to manage, develop and motivate staff
* The ability to work within a multi-disciplinary team environment

*Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1 - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.* |
| **10** | Position of Job in Organisation Structure |