

<b>Title</b> <b>COUNTY HIGHWAYS MANAGER</b>	<b>Department</b> <b>PLACE</b>	<b>Post Ref.</b>
<b>Job Purpose</b> Accountable for the overall management/improvement of the County's highway infrastructure		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. Reporting to the Network Manager to be the County Council's expert on highway management issues</li> <li>2. To be responsible for the development and implementation of effective highway management policies and strategies.</li> <li>3. Responsible for managing the operational implementation of these strategies in partnership with VIA East Midlands, other key partners and stakeholders.</li> <li>4. To develop and maintain effective reporting processes to ensure all stakeholders, Members and senior officers are fully appraised with comprehensive and timely advice on significant ongoing highway management issues.</li> <li>5. Provide professional advice, guidance and information in relation to the management of the highway network, responding to stakeholder queries and ensuring works are carried out in accordance with legislation, policies, procedures and plans.</li> <li>6. To manage the provision of excellent customer services relating to highways including dealing with enquiries, complaints, consultations, the provision of information and the promotion of good relations at all levels</li> <li>7. Promote and develop excellent media and public relations, including attendance at media events (radio and television), press releases, notifications and consultation.</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. Accountable for developing, maintaining and disseminating as required the policies adopted by the County Council for effective highway management</li> <li>2. Accountable for developing and maintaining excellent collaborative working processes with front-line operational staff</li> <li>3. Responsible for supporting and deputising for the Network Manager as required</li> <li>4. To ensure that the Highway Management service operates seamlessly and as efficiently as possible between the County Council policy team and the front-line operational teams.</li> </ol>	

<p>8. Ensure that thorough investigations of complaints and enquiries are carried out and that comprehensive responses are provided</p> <p>9. To be responsible for the procurement, installation and development of IT systems required to support highway management functions.</p> <p>10. To ensure all necessary approvals for licences, Traffic Regulation Orders, stopping-up Orders and all other legislative requirements necessitated by the Via/NCC service delivery model are undertaken efficiently to support front-line services.</p> <p>11. Dealing with recruitment, motivation, training, development, welfare, and discipline issues as appropriate</p>	
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <p>1. Further education level or equivalent</p> <p>2. Evidence of continuous professional development.</p>	<p><b>Personal skills and general competencies</b></p> <p>5. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff</p>

Tier 7 – Experienced / Professional Staff

<div>3. Knowledge and understanding of the main issues affecting the service area.</div> <div>4. Knowledge and understanding of all relevant legislation</div>	<div>6. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</div> <div>7. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available</div>
<div><b>Experience</b></div> <div>9. Minimum 5 years' experience within the service area</div> <div>10. Broad experience in highways and transport in particular in highway management</div>	<div>8. Ability to meet agreed objectives and delivery targets by the effective use of resources.</div>
<div><b>Role Dimensions</b></div> <div>11. Responsible for the County Council's Highway Management policy and processes in conjunction with Via</div> <div>Please attach a structure chart</div>	

Date April 2020