

Title Principal Officer Highway Management	Department Highways	Post Ref.
Job Purpose To be the team's expert in all matters relating to the Highway Management function and to oversee the Revenue works delivered by Via EM Ltd and its sub-contractors.		
Key Responsibilities <ol style="list-style-type: none"> 1. Personally and through team members to deliver the targets set down in the Council Plan Place Plan and the Service Plan. 2. To resolve any service delivery issues within available resources. 3. To improve customer satisfaction levels for his/her service. 4. To act as a professional exemplar in carrying out the above duties with a 'can do' attitude. 5. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Team Manager. 6. To build positive relationships with other staff and colleagues. 7. To inform the Team Manager of any changes in the operational environment including customer satisfaction issues 8. To take the lead role in monitoring and reporting upon highway projects and programmes of work, this will involve interrogating and reporting upon Via EM's Monthly Activity Schedules (MAS). 	Key Accountabilities <ol style="list-style-type: none"> 1. Specified service targets within agreed resources 2. Effective supervision of staff to secure high levels of performance 3. Effective management and deployment of an identified budget 4. Alert the Team Manager of issues that could affect performance 5. Enhance the image of the County Council as an effective and caring authority and lead in responding to highway related correspondence and enquiries and disseminating information to councillors, the public and other stakeholders. Ensuring the service is effective, efficient, high performing, customer focused and one, which also provides value for money whilst meeting national targets. 6. Providing professional and specialist advice on highway related matters including traffic management, inspection, 	

<p>9. To identify works undertaken by Via EM Ltd. which have not been completed to a satisfactory standard, report these back to Via EM Ltd., agree remedial actions and inspect these works once completed.</p> <p>10.To take the lead role in monitoring and reporting Via EM's compliance with the CDM regulations and other legislation relating to construction and working in the Highway to the Term Operational Board (TOB) which oversees the County Council's contract with Via EM Ltd.</p> <p>11.To take the lead role in the Safety, Health and Environmental (SHE) Sub-group overseeing the County Council's contact with Via EM Ltd. and team's bi-monthly liaison meetings with Via EM's Construction Manager.</p> <p>12.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.</p> <p>13.Ensure the provision of accurate and timely advice and responses to MP's, Councillors, the public and others, including cross-divisional inputs on highways matters</p> <p>14.Promote and develop excellent media and public relations, including attendance at media events (radio and television), press releases, notifications and consultation.</p>	<p>coordination, risk management, law, communications, procedure, the development of future schemes and works programmes over long periods.</p> <p>7. Interrogate data provided by Via EM Ltd. to ensure the Value for money is being achieved.</p> <p>8. Ensuring County Council takes a leading role in the management of Health, Safety and Environmental compliance by Via EM Ltd. and its sub-contractors.</p> <p>9. Engaging key stakeholders to promote effective partnerships and cooperative working.</p>
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<p>15. Ensure that thorough investigations of complaints and enquiries are carried out and that comprehensive responses are provided including technical information to appropriate timescales.</p> <p>16. To develop, implement, review, and improve systems and operations, including the Highways Asset Management System and the Team's bespoke reporting procedures.</p> <p>17. When required represent the Team Manager at the TOB.</p> <p>18. Represent Highways internally and externally at relevant committees, member's panels, cross-divisional working groups, officer panels, management boards, business meetings and other related industry events.</p> <p>19. Represent the County Council at regional and national committees i.e. participate at the various working Groups which form part of the Midlands Highway Alliance (MHA).</p> <p>20. Incorporate sustainability and innovation into highway practice and procedure.</p>	
The post holder will perform any duty or task that is appropriate for the role described	

<i>Person Specification</i>	
<i>Education and Knowledge</i>	<i>Personal skills and general competencies</i>
1. Chartered or Incorporated Engineer or at least 8 years directly relevant experience.	1. Sets an excellent example of customer care for other staff.

<ol style="list-style-type: none"> 2. Knowledge and understanding of the main issues affecting the service area. 3. Knowledge and understanding of the CDM regulations and other legislation relating to construction and undertaking works in the Highway 4. Extensive Knowledge of customer Service standards and procedures. 5. Comprehensive knowledge of the legal and policy requirements relating to highways and county council procedures including traffic management. 6. Knowledge of highway and maintenance design practices and of the Code of Practice for Highway Maintenance. 7. Knowledge and understanding of contract management, financial planning, and performance management. 	<ol style="list-style-type: none"> 2. Effectively sets direction for a team providing motivation for all to deliver high performance. 3. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness 4. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness 5. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards 6. Takes an active role in managing risk, health and safety and safe guarding issues. 7. Is able to prioritise a varied and complex workload. 8. Is able to manage junior members of staff and to work with the other Principal Officers within the Team to ensure junior members of the team are set realistic and achievable targets. 9. Is able to produce timely data for incorporation into the team's reports.
<p><i>Experience</i></p> <ol style="list-style-type: none"> 1. Minimum 5 years experience within the service area 2. Experience of planning and organising team work or co-ordinating complex activities 3. 10 years or more extensive experience in dealing with the Public, Councillors and others regarding issues covering a broad range of highway related topics. 4. Dealing with the media and attending public and parish meetings. 5. Experience in organising public meetings and exhibitions. 	<ol style="list-style-type: none"> 10. Is able to manage time and resources effectively to deliver tasks to pre-determined target dates and outputs

<p>6. Inspection, monitoring and assessing highways and highway assets and determining appropriate measures to address any deficiencies.</p> <p>7. Experience of information technology and how it can be used to enhance business delivery. Including Word, Excel, HAMS and GIS.</p> <p>8. To handle diverse and competing priorities within a constantly changing and politically sensitive environment</p>	
<p><i>Role Dimensions</i></p> <ol style="list-style-type: none"> 1. The post holder will be responsible for investigating and responding to enquiries which relate to the management of the highway, these enquiries may relate to either Via EM's delivery of the Highway service, the policies determined by Nottinghamshire County Council or national legislation. 2. The post holder will take the lead role in the interrogation, validation and reporting of Revenue works delivered by Via EM Ltd. On behalf of the county Council, the annual value of these works is circa £19,000,000 3. The post holder will have be responsible for the day to day management of the team's Clerk of Works and those elements of the team's Statutory Compliance Officer work load which relate to the post holder's duties. <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date