

Job Description *Street Works Manager*

Service:	Highways	Team:	Highway Regulation and Inspection
Location:	Countywide		
Salary range:	£41,496- £46,549	Grade:	10
Reports to:	Peter Bell, Regulation & Enforcement Manager	Staff responsible for:	33

Job Purpose

The Street Works Manager will be responsible for ensuring Lancashire County Council, as the Street Authority, is discharging its legal duties and responsibilities as set out in the New Roads and Street Works Act 1991, Traffic Management Act 2004, Highways Act 1980 and all associated statutory instruments, regulations, codes of practice and statutory guidance. In addition, the post will be responsible for ensuring that the Lancashire Permit Scheme is applied, managed and monitored in line with regulations and statutory guidance.

As the lead officer for street works and highway regulation you will be expected to develop strong, collaborative working with other teams, services and key stakeholders, of which there are many, to ensure consistent and effective application of the legislation, regulations and codes of practice to safeguard the County Council and make sure it meets its statutory obligations and Network Management Duty.

The Street Works Manager will have day to day responsibility for managing the substantial revenue budgets associated with the service. There will be a requirement to ensure that there is effective monitoring and reporting processes in place and the post will be responsible for providing a minimum of monthly reports on income and expenditure to senior managers and corporate finance.

The role requires a strong ability to appreciate and manage requirements and expectations from a wide range of stakeholder groups, external organisations, including Parish and District Councils, resident and campaign groups and businesses.

The post is responsible for leading a medium sized team tasked with regulating works and activities on Lancashire's highway network. As the manager you will have day to day responsibility for ensuring the team are carrying out its functions and operating effectively and efficiently in line with processes, procedures, regulations, and statutory guidance. Coupled with this is also ensuring that the right processes and procedures are in place for the team to operate under.

The post will have responsibility for ensuring that suitable procedures and processes to safeguard the health and safety of the team both on street and in the office, and that these are in place and effectively monitored.

The post requires a detailed understanding and knowledge of the relevant legislation, regulations and good practice associated with street and road works, highway regulation and network

management. You will need extensive experience of managing a team of people involved in street works management, ideally from a street authority perspective, but definitely within the street works sector.

The candidate will be able to demonstrate excellent communication, organisational and management skills as they will be expected to lead the service and handle complex complaints and liaise confidently with both staff, senior management, elected members, the public and numerous external organisations and companies. In addition you will also need to work closely with internal and external stakeholders and other external companies/councils to ensure that the network is managed correctly.

Street and road works attracts a lot of public and political attention due to the impact that it can have on users, therefore the manager will be responsible for dealing with escalated customer complaints from the public, Councillors and MPs as well as the significant number of Freedom of Information requests that the service receives. You will also need to put in place effective processes for dealing with these types of issues and ensure the team are working to those processes.

The post is a permanent full-time position (37 hours per week) based at County Hall, Preston, however, the successful candidate must be flexible and able to work agile as the role requires as there may be an expectation to work from a range of locations if needed. The role is not solely office based and the post holder may be required to attend site meetings and work flexibly as the Street Works function is a 7 day a week operation. This post therefore is designated as an essential car user role. The candidate will therefore need to have access to a vehicle insured for business use. You may also be required to drive a Lancashire County council vehicle and therefore need a full driving licence.

Accountabilities/Responsibilities

- You will be the main technical lead and expert on all aspects of street works and highway regulation including shaping and developing the policies and procedures that the service operates under. You will also be expected to provide detailed advice and guidance on such matters to key stake holders, senior management, elected members and internal/external teams and organisations.
- Have day to day management responsibility of the Street Works/Highway Regulation Service to ensure that it is operating effectively and all legislative and regulatory requirements are being met.
- You will be responsible for ensuring that the Lancashire Permit Scheme is correctly and robustly applied and monitored and that the correct procedures and processes are in place to ensure this happens.
- Develop a detailed understanding of the service to identify ways to improve operational performance and efficiency, this will include analysis of management and financial information.
- Ensuring that there are effective measures in place to deal with responses to customer complaints, enquiries, and freedom of information requests. This will include communicating directly with customers, elected members, senior managers and external stakeholders in format that is appropriate to the audience.

- Lead and champion a “one team” approach and cross-team working to ensure a holistic approach to managing the highway network and to provide team resilience and enhance team capability.
- The post will be responsible for ensuring that there is a service specific training plan in place. You will have overall responsibility to ensure that the team are motivated and where necessary coach staff through the identification of training and development needs to equip them to deliver effective and responsive services.
- The post will be responsible for the provision of the relevant software and hardware solutions to ensure that the service is able to operate consistently.
- The Street Works Manager will have day to day responsibility for managing the substantial revenue budgets associated with the service. There will be a requirement to ensure that there is effective monitoring, forecasting and reporting processes in place and the post will be responsible for providing a minimum of monthly reports on income and expenditure to senior managers and corporate finance
- The role will be responsible ensuring that the team leaders have relevant processes in place to ensure that there is effective service provision in place for their teams. The role will also define the expected levels of performance and associated KPIs and ensure that they are achieved by the service.
- The role will be expected to be up to date with the latest developments in street works and highway regulation and plan for any new powers or provisions to be implemented in Lancashire as required.
- The role will have responsibility for ensuring that the optimal level of resources, including staff, are available to provide the highway regulation provision for the county.
- Undertake other duties as and when required and directed to by your line manager.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification **Street Works Manager**

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
Degree or HND/C or significant vocational experience of working within the Street Works sector demonstrating development through involvement in a series of progressively relevant roles
Experience
<ul style="list-style-type: none"> • Experience of managing and motivating a medium sized team to achieve the required outcomes of the service in a flexible and collaborative way. • Experience of working within a street works leadership role. • Experience in analysing data and compiling and presenting reports to Councillors, Senior Management, and other stakeholders. • Experience of effective partnership working. • Experience of working in an environment where you are expected to be able to influence others behaviour through effective relationship building. • Experience in a customer focused role where you have had to deal with complex complaints from various sources, including the public, in an efficient and sensitive way. • Experience of leading coaching and mentoring others. • Experience of interpreting and applying legislation and regulation and working with a range of stakeholders to ensure that issues and conflicts are resolved. • Experience of working in a political environment*
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Detailed technical knowledge and understanding of the work practices, systems, processes, and procedures relevant to street and road works. • Demonstrable knowledge and understanding of the legislation, regulation and guidance that influence street and road works. • An ability to interpret legislation, regulation, codes of practice and statutory guidance associated with street and road works and identify emerging issues.

- An ability to provide advice and guidance to senior managers, politicians and a range of stakeholders on how best to implement procedures and strategies to ensure Lancashire County Council are utilising its powers to maximum effect in regards to managing works and activities on the highway.
- Good resource management skills ensuring that both staff and other relevant resources are managed effectively by having the ability to clearly identify and prioritise activities in order to deliver the best possible outcomes.
- Excellent communication skills both oral, written and presentational
- Excellent interpersonal skills with strong negotiating and persuasion abilities
- Excellent analytical abilities and high level of skill in using analytical techniques to break down and understand issues and business operations.
- Proven ability to plan, manage and influence budgets and to exercise strong financial control and budgetary management across several budgets.
- Ability to work flexibly and creatively in a challenging environment.
- Ability to train and mentor other professional staff

Other essential requirements

Commitment to equality and diversity.

Commitment to health and safety.

Always display the LCC values and behaviours and actively promote them in others.

This is an essential car user post

You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, because of a disability, are unable to drive. You may also be required to drive council vehicles as part of the role.