

Service & Role Scope – (Highways & Transport)

Service Scope

The Highways and Transport Service:

- Provides for the safe and efficient running of the Council's highway and transport systems and the management and maintenance of the Council's highways, car parking, and structural assets in a coordinated and cost effective way
- Works to minimise congestion on the borough's roads through identifying measures for improvements to road safety and the road network generally, and to work with others to ensure implementation in an appropriate time scale and on budget. Works to promote alternative sustainable methods of movement to reduce reliance of the private motor car
- Ensures that the safety and the condition of the Council's highways and transport related assets and structures are maintained effectively in a coordinated way, to achieve maximum efficiency and value for money.
- Ensures that the Council is able to provide transport services to its community

Scope of Role

Example Specialist Activity

Providing specialist professional advice to ensure the safe and efficient running of the Council's highway and transport systems

- Dealing with requests for highway works and improvement from members, stakeholders and customers
- Developing highway safety improvements on the Councils network
- Monitoring highway and traffic movement and developing measures to address issues and working to ensure that these are implemented on time and within budget
- Dealing with complex enquires from customers, applicants and developers
- Providing advice and training to members, other Council teams, town and parish Council's and other stakeholders

Managing and maintaining the Council's highway and transport assets

- Monitoring the safety and condition of the councils highway and transport related assets and structures
- Developing cost effective programmes to ensure effective maintenance and improvement to the Council's highway and transport related assets and structures and to work to ensure implementation in a coordinated efficient way

Sustainable Transport

- Reducing congestion through promoting sustainable methods of transport
- Developing strategies, policies, programmes and mechanisms to deliver a modal shift in transport away from the private motor vehicle

- Continued development of the Council's 'My Journey' programme to promote alternative methods of transport

Community Transport

- Developing processes and procedures to manage and deliver contracts for school and community transport to ensure that they are provided in an efficient and cost effective way
- Developing relationships and partnerships with public transport providers to deliver public transport services across the borough service
- Advising the Council about the public transport services across the borough to achieve maximum effectiveness and value for money

Ensuring high performance

- Setting and monitoring performance targets against national and local performance indicators for the delivery of a safe, well managed network
- Overseeing the Council's Highways and Transport contractor to ensure that agreed objectives and projects are delivered on line and on budget
- Continuous improvement to processes and practices to respond to changes in legislation and standards and to achieve good value for money
- Providing information and training for all teams involved in the delivery of highways and traffic management including legislative and procedural changes in the delivery of the functions enabling them to respond effectively to customer enquiries and demand

Empowering customers

- Encouraging customers to self-serve by using digital channels
- Communication, consultation and engagement with customers, community groups, partners and regional or national programmes - including charring meetings, speaking in public
- Analysing and interpreting customer intelligence in respect of highways and transport

Complaints

- Providing specialist input to ensure that complaints relating to the highways and transport service are responded to effectively and efficiently

Flexible working

- Evening meetings

Scope of Responsibility for Service Lead

Resources - circa

- Non Staffing Budget c. £6m
- Income c. £0.5m
- FTE Approx. 16



ROLE SPECIFICATION



WOKINGHAM
BOROUGH COUNCIL

Risk and Impact

- Failure to meet the Council's statutory duty in respect of the highway and traffic management impacting on the safety of network users, economic development and quality of life of residents
- Lack of sustainable forms of transport resulting in environmental harm and traffic congestion
- Failure to fulfil the Council's statutory and social responsibilities to provide community transport services