

Hertfordshire County Council Job Outline



JOB TITLE: Highways Locality Manager
GRADE: M3
REPORTS TO: Group Manager, Mid Herts
TEAM: Highways Operations
DEPARTMENT: Environment & Infrastructure

Purpose of the Job

Leads the team providing the locality service for the nominated geographical Area that provides the local focus on community needs as articulated by local members, stakeholders, senior officers and via engagement with second/third tier councils/colleagues.

Responsible for ensuring members within the nominated geographical Area are well supported in their locality role, by providing or facilitating quality advice in response to their casework and HLB programme and account.

Main Areas of Responsibility

1. To lead the service in a positive and creative manner, ensuring the team know the purpose of their roles and how they contribute to the strategic objectives and priorities of the service/council.
2. Responsible for the team's performance with respect to service standards, milestones and deadlines within the annual plan, analysing actual performance and trends, and positively leading business development initiatives/groups to achieve improved levels of performance from existing resources.
3. Ensure the team provides an effective facilitated Gateway for members on behalf of the Whole Client Service, which demonstrates ownership on behalf of the service to see that problems get solved or are otherwise escalated in a timely and constructive manner.
4. Collaborate with colleagues (both internal and external to the service), to resolve non-routine, complex, local issues, escalated from senior officers, members, MPs, customer service centre, petitions and the like. In effect provide the 'glue' to the outward facing services and to 'oil the wheels' that enable the highways service to deliver both locally focussed and core services efficiently.

5. Lead the co-ordination, collaboration and integration of all resources across the service to ensure the members' HLB programmes are developed and delivered effectively, particularly ensuring members are kept up to date regularly on their budget account and programme, and the team fulfils the 'One-Stop-Shop' to members for all HLB matters.
6. Support the Budget Holder in the management and administration of the HLB accounts including raising orders, monitoring & reporting on financial progress, undertaking diagnostics and arranging necessary budget transactions and corrective action.
7. Produce and/or present reports on behalf of the service to panels, committees, local forums and the like, and to promote positive engagement with District/Parish councils.
8. Act as the first point of contact for District/Parish councils in the negotiation and administration of highway Agency agreements and the like.
9. Contribute to the leadership of the Highways Service and development of the Whole Client Service through active participation within the service planning process and participating in at least one corporate or business development activity.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Qualifications

- Chartered with Post graduate Diploma, Masters or Honours Degree in Civil Engineering studies or equivalent relevant experience.

Skills

- Sets and maintains the highest standards of personal, professional and ethical behaviour which engenders the trust and respect of others across the organisation
- Strong political skills, including an ability to influence, negotiate and collaborate successfully with Members and other public representatives, senior officers, peers and colleagues inside and outside the organisation

- Clear, decisive and persuasive communication skills, both written and verbal demonstrating ability to adjust to the target audience
- Ability to identify service improvement initiatives that are consistent with the drivers for change and 'Champion' their implementation
- Interpersonal skills including active listening, discussion, clear resolution of disagreements and feedback (giving and receiving)
- Ability to lead and manage a team including supervising staff, setting objectives and reviewing progress and outcomes.

Knowledge/Experience

- Leader with a depth of and breadth of technical knowledge in the highways sector so as able to collaborate effectively with staff across a range of engineering services in order to resolve complex highway issues with organisational awareness
- Demonstrate knowledge and experience to design and procure highway maintenance works and minor traffic and environmental improvement schemes
- Good appreciation of the political context within which the service operates, demonstrating awareness of the wider implications (e.g. political, environmental, social, economic and equality & diversity factors)
- Experience of producing and presenting reports to panels, committees and local forums.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).