

Job Description Grade 10 - Operations Manager Countywide Maintenance

Reporting to the Highways Manager, managing the delivery of the highway service countywide with direct responsibility for a team of Operational Engineers and their teams, leading on enhancing the customer experience provided by your team and delivering highways related schemes throughout Lancashire in line with the service key themes:

- Exceptional Customer Focus
- High Quality
- High Performance

Scope of Work

Post holders at this level will require a professional qualification or equivalent to provide direction to their team and to act as a technical reference to deal with complex escalated issues. They will be co-ordinating and integrating the work of their teams, including dealing with multiple and varied priorities. They will regularly be making proposals for service planning purposes and will be fully aware of wider commercial and programme implications.

Managing Highways Operations

For this exciting opportunity, we are seeking a Highways Manager with a breadth of experience in managing Operational Highway Services – you'll be a Highways professional with the industry knowledge and operational experience needed to make this role a success – you will monitor, lead and motivate Operational Engineers and their teams – to ensure the delivery of a high performance service whilst producing high quality works for our customers – we'll need you to have the resilience required to deliver a fast moving and reactive service whilst proactively monitoring budgets and maximising resources effectively – your analytical approach will utilise data to inform our service delivery and improve performance - in addition, you'll have the confidence to deliver exceptional customer service whilst promoting this ethos across all of our teams – you'll overcome any emergencies by leading the team to ensure our Highways are safe for its users – finally we'll need someone to have the political awareness required to support our corporate responsibilities.

Stakeholder Management

You'll have excellent stakeholder management experience as you'll be mitigating complaints, guiding, managing, advising, and negotiating any project requirements – you'll need to have a strong civil engineering background and have the political awareness and understanding of public sector commitments – with your excellent knowledge and communication style you'll manage stakeholder expectations and deliver safe and effective projects to meet the service's needs – you'll need a wealth of highway knowledge and expertise to liaise with stakeholders such as the Public, Members, National Highways, Contractors, Sub-Contractors, Utility Companies, Network Rail, District Councils, Parish Councils and more – you will work in pressured environments, lead and safely deliver a high quality highways service.

Accountabilities/Responsibilities

- Working with the Highways Managers to ensure delivery of Maintenance works in accordance with LCC procedures and HSEQ policies
- To act as a customer lead for the designated area, identifying customer groups and communities and proactively engaging with them to improve customer relations, the perception of the highway service and improving the service journey experience for customers.

- To train and support team members to consistently deliver high customer service standards in line with the county's agreed timescales and communication processes
- Manage a full programme of works, ensuring operations are delivered within agreed timescales budgets and agreed KPI's.
- To ensure the Highway Managers are kept updated on programmed works and to closely monitor their progress and budget
- To manage and investigate any damages caused by third parties, to ensure maximum income recovery is achieved
- To plan, organise, control and be responsible for the work of the service ensuring that all staff make the most effective and economical use of resources under their control and to set, monitor and report on performance and financial targets for each work area or contract
- Manage a team who will be delivering a range of maintenance related works encompassing maintenance works on carriageways and footways, drainage, public realm, traffic safety infrastructure, roadside furniture etc.
- Ensure that the team is aware of all other highways works programmes, to maximise opportunities to work collaboratively or avoid conflict with other highways works and minimise service reputational damage.
- Work closely with other LCC teams and external partners to ensure strong working relationships by contributing technical expertise as required.
- Demonstrate excellent customer services, proactively dealing with customers and members to ensure works are properly communicated through agreed lines of communications.
- Ensure all works are adequately resourced and delivered by a suitably qualified and trained direct work force in line with the Highways Operations mandatory training framework
- Ensuring tendering and procurement of both materials and sub-contractors, in association with central procurement is delivered in a timely manner to allow uninterrupted delivery of works
- Responsibility for the administration of contracts to ensure all works are in accordance with the specification laid down, to monitor, review and take corrective action where necessary
- Ensure the highest quality of work is being delivered by the service, defect free and in line with customer expectations and specifications
- In this role you will be required to investigate and respond to challenging and complex issues escalated by elected members that may involve conflicting views and specific or unusual circumstances
- HAMS – interrogate, monitor existing systems to deliver work objectives and improvements
- Delivering the Out of Hours service and responding to emergencies, including weather emergencies (at any time) ensuring they are dealt with in a prompt, competent and safe manner
- To promote and develop good working relationships in accordance with the County Council's policy of being a good employer by:
 - Competently and proactively managing employees using approved procedures for the prompt resolution of grievances, disciplinary issues, sickness, capability and other issues

- Promoting good employee relations and assisting with / contributing to J.N.C.C.'s, Health and Safety Committees and other meetings
- Undertaking appraisals and staff development

Values

- **Supportive** - praise, Clarity, understand opinions/concerns, preparation, employee involvement, reasons for change, draft proposals, feedback, empowerment, ownership, implement, continuous review, managing conflict
- **Innovative** - Clear vision, be self-inspired, passionate, competitive, strong work ethic, Reports, correspondence, verbal presentations, selling, dealing with customers, active listening, meeting participation and negotiation, Objective setting, address poor performance
- **Respectful**- Integrity, belief, values
- **Collaborative** - Political awareness, honesty, approachable, engaging, responsive

So, if you're experienced in leading and managing Highways Operations we really want to hear from you!

Why join us...

Benefits: There's fabulous flexibility with up to 31 days annual leave plus bank holidays, 2 additional days at Christmas and then an additional 20 days that can be purchased too – we have a generous local government pension with shared AVC's available plus a benefits package which has everything from dog care to day care, holidays at home or abroad, Medicash, 24/7 wellbeing & financial support line, cycle to work schemes, eye tests and much more as shown [here](#).

Development: We would love to support your development; whether that's through learning and development with a range of personal and professional courses and qualifications, or through supervision, CPD, mentoring or multidisciplinary initiatives. We would like you to have the opportunity to make a difference, feel valued and achieve the job satisfaction you've always wanted plus to enjoy all the benefits of working with Lancashire County Council.

Inclusivity: We are committed to creating and sustaining a diverse and inclusive working environment for all our team. Our aim is to ensure that everyone is equally valued and respected and that our organisation is representative of all members of society, working in an environment where individual differences are celebrated. To support this, we would especially welcome applications from those from a diverse background who would enhance our service by joining us and we have some great support groups and forums available for anyone to join.

How to apply...

For an initial informal and confidential chat please contact Rob Wilson on 01772 530269 or email rob.wilson@lancashire.gov.uk.

Previous applicants need not apply.

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. However, we may consider you if you cannot drive because of a disability.

Please ensure you have uploaded and attached your supporting statement to evidence how you meet the criteria for the role. The panel may be unable to shortlist you for interview without this evidence.

Knowledge/skills/abilities		
Excellent written and verbal communication skills	E	AF, I
Ability to engage and understand the needs of elected members and present viable <u>solutions</u>	E	<u>AF, I</u>
Ability to manage challenging highway Maintenance Projects schemes with minimum <u>supervision</u>	E	AF, I
Ability to manage, organise and motivate others in a competitive <u>environment</u>	E	AF, I
Ability to direct and participate in cross professional and area <u>teams</u>	E	AF, I
Ability to confidently and professionally represent LCC at meetings with internal and external <u>partners</u>	E	AF, I
Ability to promote, implement and manage <u>change</u>	E	AF, I
Computer literacy in MS office and ability to learn and operate service specific software.	E	AF, I
Knowledge of Local Government Procedures and Codes of Practice	D	AF, I
Other (include special requirements)		
To be the front-line contact for the districts within the designated geographical area for elected members and other key stakeholders and partner agencies.	E	AF, I
Acceptance of the requirement that highway maintenance may be required to be undertaken out of hours, evening/night and weekends to ensure works can be undertaken safely with minimum disruption to members of the public.	E	AF, I
Deliver our services in line with the <u>Highways Asset Management Framework</u> and The <u>Highway Management Plan</u> (HMP), <u>Transport Asset Management Plan</u> (TAMP) which sets out how the council intends to manage, maintain and improve the highway network.	E	AF, I
Ensure we as the Highway Authority fulfil our statutory obligations under the Highways Act 1980 to maintain those roads, footways and cycle tracks that are maintainable at public expense are in a safe condition.	E	AF, I



Person Specification Form		
Job Title Operations Manager – Countywide Maintenance	Grade Grade 10	
Directorate Highways and Transport	Post Number	
Unit/team Highways Service - Operations		
Requirements (on the basis of the job description)	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), other (specify)
Qualifications		
Minimum of HNC in Construction/Civil Engineering or similar and significant industry vocational experience	E	AF, I
CSCS 'Black Card' holder	D	AF, I
Management qualification e.g. PGCM, CMS, NVQ4 (in management or equivalent)	D	AF, I
Site Managers Safety Certificate (5 Day Course) or equivalent or a commitment to gain the necessary qualification within 12 <u>months</u>	E	AF, I
Membership of a relevant industry institution	D	AF, I
Experience		
Substantial experience of managing highway related Maintenance Projects and schemes	E	AF, I
Good appreciation of and proven competence in: <ul style="list-style-type: none">• Customer service and stakeholder management• Civil / Highway Engineering Contract Management / Pricing• Direct labour management and employee relations• Sub-contractor management• Finance and resource <u>management</u>• Safety and Quality management	E	AF, I,