

Wirral Council: Job Role Descriptor

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| Job Role: | Senior Network Manager |
| Service: | Delivery Services / Highways & Streetscene |
| Reports to: | Interim Director (Highways & Streetscene) |
| No of Subordinates: | 16 |
| HR USE ONLY | |
| Job Role Ref: | REG0068P |
| Job Family: | Regulation |
| Grade: | EPO10 |

JOB ROLE PURPOSE

Be responsible for the strategic, day-to-day management and achievement of service objectives for the Network Management & Road Safety Service including Road Safety, Network Management, Network Development and Streetworks (Permit Authority). Manage associated budgets including budgets for income generation.

KEY TASKS

1. Develop, implement, manage and monitor strategies, service plans, policies and procedures to maintain and improve the service.
2. Identify and optimise commercial opportunities for income generation.
3. Deliver and manage the overall Network Management function for the Council, including the day to day execution of contracts and ensuring the effective delivery of the services.
4. Ensure the proper monitoring and reporting of Service Performance Indicators and use of performance management techniques and applications to drive performance improvement and achievement of service objectives.
5. Prepare annual reports on the Network Management Service including Road Safety on overall income and expenditure and other reports as required, including briefing for Councillors, Portfolio Holders and Senior Management.
6. Prepare all reports to the Council's Cabinet/ Cabinet Member and various Committees relating to the activities of the Service ensuring compliance with the Council's Constitution. Attend Committee, Cabinet, special meetings, constituency forums etc. and advise members and officers on policies, schemes and initiatives. To attend Court on all related legal matters.
7. Public Relations and customer communication, developing strategies and plans to enhance the reputation and public perception of the Service including effective communication with Councillors and residents via key access channels such as the Council's website and social media.
8. Ensure the continuous improvement of the Service including research into areas of innovation, benchmarking and learning from top performers with a particular focus on improving service efficiencies and overall value-for-money

9. Provide advice and guidance on behalf of the Council as Planning Authority to ensure safe, sustainable and appropriate development of the network including attendance at Planning Committee.
10. Identify and manage all relevant risks.
11. Act as the Council's lead officer for all network and traffic management issues. Represent the Council at meetings and promote partnership working including representation at meetings with Central Government, other Local Authorities including sub-regional meetings such as Liverpool City Region Traffic Managers Group, partner agencies and other stakeholder organisations and promote effective partnership working and collaboration with such organisations to help achieve service objectives.

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| KEY RESPONSIBILITIES |
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| People |
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Ensure that staff and key stakeholders are briefed appropriately in relation to council wide communications and matters relevant to the Service area.

Manage staff, including using informal and formal processes as appropriate.

Provide highly developed knowledge and professional experience in negotiation and collaboration with colleagues, contractors, external agencies and other local or government authorities to ensure the Council is successful in achieving its required service outcomes.

Manage contentious complaints and challenges to service policy and actions; including convincing others to change their point of view.

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| Financial |
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Proactively manage budgets for the Service area in order to deliver efficient services within budget and ensure associated contractors demonstrate efficiencies in order to reduce costs. This includes the monitoring, control and reporting of budgets and future financial planning and strategy to ensure the financial interests and responsibilities of the Council are fulfilled and protected.

Manage revenue budgets for traffic management, road safety, parking and streetworks in order to deliver efficient services within budget and ensure other service groups and associated contractors demonstrate efficiencies in order to reduce costs.

Manage and evaluate complex financial options and risks associated with delivering the most effective service, and make recommendations for setting future budgets.

Liaise with external agencies and government departments, in order to identify, apply and secure grant in aid funding to support operational activities and longer-term strategic improvement of infrastructure.

Monitor the reconciliation of monthly invoices from providers and contractors, monitoring actual financial performance against budgeted performance.

Manage and evaluate complex financial options and risks associated with delivering the most effective service, and make recommendations for setting future budgets.

Ensure the efficient and effective management of the Council's contracts, to ensure the satisfactory governance, programme and service delivery, contract performance, risk management, innovation, payment processes, and achievement of proposed benefits.

Financial management of budget responsibilities in accordance with the Council's Financial Regulations, including large scale volatile income streams.

Effective management of Service financial resources including the monitoring, control and reporting of budgets and future financial planning and strategy to ensure the financial interests and responsibilities of the Council are fulfilled and protected.

Strategic

Develop and implement strategies and plans to reduce road accident casualties on the network focusing on efficient and effective interventions relating to engineering measures, education training and publicity (ETP) and enforcement

Act as the designated Traffic Manager under the Traffic Management Act 2004 and develop and implement strategies and plans including the Council's Network Management Plan to ensure the safe and expeditious movement of traffic on the network

Ensure the effective co-ordination of all streetworks including utilities and the Council's own works including the use of Permit Authority powers

Develop and implement strategies and the Council's Network Management Plan to ensure the efficient and effective management and maintenance of the transport network.

Develop and implement strategies and plans to ensure the effective management with respect to new development

Develop strategies and plans to include all necessary statutory processes and stakeholder engagement, to ensure effective programme delivery.

Ensure that traffic network management strategies and plans are developed and maintained to ensure optimal decision making on maintenance strategies and accurate asset valuations.

Utilise asset data and surveys, together with feedback from internal departments and external agencies regarding maintenance strategies, to develop programmes of works for each asset area.

Use a broad understanding of planning framework, transportation and regeneration priorities in order to shape Network Management policy and strategies.

Assess and monitor new and existing legislation, national and local government policy/guidance. Ensure the implications of such legislation and policy/ guidance is properly considered. Make recommendations leading to a change in policy, procedures and contract requirements which affects service, impacts on our delivery partners and the service provided to residents. Prepare reports for final agreement by Chief Officer and Cabinet Members.

Resources

Manage all associated assets in order to deliver efficient, cost effective services.

Lead officer in the procurement of consultancy, works and services relating to traffic network management in collaboration with corporate procurement colleagues.

Safe keeping information/data in accordance with the Council's Information Governance Policy.

Ensure that records are maintained utilising the Council's CRM system, and that colleagues, Members and customers are kept informed regarding outcomes.

Provide a broad understanding of network management principles and best practice, to enable optimal decision making.

Planning and Organising

Deliver service objectives in support of the Departmental Plan and the Wirral Plan through the effective use of project planning/ project management techniques and applications.

Plan the work projects of the team to ensure that deadlines and service objectives are met.

Develop and manage maintenance programmes and records for the Council's network assets, requiring long term planning.

Lead on the development and timely delivery of service plans and budget proposals for improvement and efficiencies in the management and delivery of the service. Budget proposals require accurate performance and financial forecasting over a 3 year period.

Specify and procure new contracts with inclusion of performance monitoring frameworks and KPI targets, risk management and clauses enabling flexibility and "future proofing".

Accurate and timely completion of all statutory monthly, quarterly and annual data returns.

Decision Making

Provide advice to Chief Officers, Cabinet Members and Committees on all matters relating to the Service.

Independently carry out the responsibilities delegated by the Chief Officers for all statutory duties in respect of the Council as the authority for Wirral responsible for Traffic Network Management.

Contract procurement, management, negotiation and dispute resolution on behalf of the Council in accordance with the Council's Contract Procedure Rules.

Provide direction to the team and act as a technical reference to deal with complex escalated issues.

Review and initiate new policies and procedures that improve efficiency whilst being legally compliant.

Find solutions to highly complex issues, including managing and evaluating complex options and risks associated with delivering the most effective service, balancing short term user demands for reactive service against longer term strategic service needs.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Degree level qualification or equivalent in traffic or highway engineering or related discipline.

Knowledge and Skills:

- Extensive developed knowledge and professional experience of legislation, regulations and procedures relating to parking services, road safety and Urban Traffic Control.
- Extensive developed knowledge and professional experience in negotiation and collaboration with contractors, external agencies and other local government authorities in the development and delivery of the service.
- Well-developed knowledge and experience in the governance and constitutional processes of the Council, including Contract Procedure Rules and preparation and presenting reports to Cabinet and Committees.
- Highly developed skills in advising and negotiating with councillors, committees, government departments and agencies.
- Commercial and financial awareness including applying pricing models for contracts including payment by results and performance schemes.

Experience:

- Experience of management of a team.
- An awareness of contract law and contractual frameworks.
- Evidence of applying negotiation skills with contractors who have a strong commercial focus.
- Ability to demonstrate strength of character and resilience to lead a service which is high on the political agenda and extremely emotive.
- Ability to manage staff tactfully at a personal level and to resolve staffing issues swiftly.
- A thorough understanding of the issues relating to network management and a desire to achieve continuous improvement in service delivery.

Desirable Criteria

Qualifications:

- Project management qualification e.g. Prince2.
- Incorporated or Chartered, Highway, Transportation or Civil Engineering.

Knowledge and Skills:

- Ability to create, amend and consolidate Traffic Regulation Orders.
- Knowledge and experience of using dedicated parking software such as Si-Dem or ParkMap.
- Knowledge for the duty of care of information, with particular reference to the Data Protection Act and Freedom of Information Act.
- Mechanical and electrical maintenance skills.

Experience:

- Highly developed knowledge and professional experience in the legislation, regulations, procedures and management of network services.
- Experience of managing complex projects and delivery to timescales.

ADDITIONAL WORK ELEMENTS

Required to work outside of normal office hours / flexible working patterns inherent part of the post.

Able to travel around the Borough using public or private transport.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.



Signed Head of Service

Date 5th March 2019