

## ROLE DESCRIPTION

<b>Role title</b>	Assistant Highway Service Manager		
<b>Directorate</b>	Infrastructure & Transport		
<b>Reporting to</b>			
<b>Grade</b>	9		
<b>Evaluation ref</b>	AG0311	<b>Job Family ref</b>	
<b>Role Purpose</b>			
To contribute to the provision of a highway maintenance and management service to all stakeholders by applying a uniform and consistent approach to service level provision.			
<b>Key results area</b>	<b>Accountability</b>		
Main point of contact	Main contact for all enquiries relating to highway maintenance and management issues. Contacts include (but are not limited to) all elected Council members and staff, District Council members and staff, Parish Councils and the public (see attached proof documents). Manage expectations and adjust priorities in response to such enquiries.		
Representative of ECI & Highway Authority	<p>Attend Council meetings where appropriate. Will on most occasions be the sole representative of Economic and Community Infrastructure (ECI) and will therefore be required to respond to all highway maintenance issues. Also involves liaison and coordination with other ECI services to investigate and respond to relevant issues.</p> <p>Represent and defend the Highway Authority in court or public inquiry relating to public liability claims and other legal matters.</p> <p>Represent the Highway Authority during emergency situations, in accordance with the Winter and Emergency Service Policy Plan.</p>		
Manage programme off highway maintenance	Plan, prioritise and manage an annual programme of highway maintenance works to meet the serviceability, sustainability and safety needs of the highway network within the annual budget constraints, reprioritising and amending if appropriate.		
Produce clearly defined scheme briefs and solutions	In collaboration with the Engineering Technician, produce clearly defined scheme briefs and solutions to the Councils highway maintenance contractor for major structural maintenance schemes such as road reconstruction, resurfacing and drainage improvements, using innovative and sustainable methods. Approve the final designs.		

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Manage the Highway Maintenance Contractor	<p>Provide approval, guidance and direction to the Highway Maintenance Contractor.</p> <p>Ensure the Highway Maintenance Contractor delivers the Service in accordance with the Contract.</p> <p>To provide supervision, guidance and approval to all contractors accredited to work on the highway.</p>
Line management	<p>Direct line management of Highway Superintendents within the district-based area.</p> <p>Manage the performance of Superintendents, Technicians and other staff to achieve the outcome of a high performing localised service.</p> <p>Manage, direct, supervise and train staff under their direct line management. This will include regular performance reviews in the form of formal and informal reviews.</p>
Deputise for Service Manager	Deputise for the Service Manager – Area Highways in all aspects of the role.
Policies & procedures	<p>Play a key role in developing policies, procedures and standards in relation to highway maintenance and management.</p> <p>Actively participate in specific countywide projects designed to review and amend policies, manage budgets and improve the service.</p>
Audit	Conduct various audits for all highway maintenance operations as required.
Enforcement	Manage and implement enforcement action under current legislation and policies, for example obstructions/enclosures/illegal signs in the highway.
Provide support, guidance & direction	Provide support, guidance and direction to the New Roads and Streetworks Team regarding road closures, diversionary routes, and Public Utility works on the highway.
Cost management	Manage and direct costs that are rechargeable back to those responsible.
Corporate Responsibilities	Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practice.

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	<p>Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>
<b>Qualifications/Knowledge/Experience/Skills</b>	
<p><b>Qualifications - Essential</b></p> <ul style="list-style-type: none"> <li>• Grades 9-4 (A* - C/Level 4) in English and Maths or Functional Skills Level 2 in English and Maths or equivalent.</li> </ul> <p><b>Qualifications – Desirable</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level with an appropriate professional qualification in engineering e.g., full membership of a Professional Institution.</li> </ul> <p><b>Knowledge/Experience/Skills – Essential</b></p> <ul style="list-style-type: none"> <li>• Experience within a highway-engineering environment or related industry.</li> <li>• Experience of line managing technical staff.</li> <li>• Experience of prioritising and managing the identified works and feeding this into the continuing development of the needs-based budget.</li> <li>• Knowledge and expertise in highway engineering and legislation.</li> <li>• An understanding of political, financial and environmental issues as they affect the service and the directorate as a whole.</li> <li>• Proven ability technically, professionally and managerially in the civil engineering field.</li> </ul> <p><b>Knowledge/Experience/Skills - Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience and ability to ensure Somerset Council as the Highway Authority performs its statutory duty as specified in the Highways Act 1980 and the New Roads and Street Works Act 1991.</li> <li>• An understanding and experience of managing works within a term maintenance contract.</li> <li>• The ability to apply risk management and apply other appropriate techniques so as to bring a systematic and objective approach to the role.</li> <li>• The ability to examine and resolve all highway related issues arising within the geographic area, adopting a creative and sustainable approach to problem solving and the management of demands and priorities.</li> </ul>	
<b>Dimensions of Role</b>	

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As a key member of the group the post holder will be expected to promote the image of the Council and embrace a culture of customer care to ensure successful delivery of a quality highway service in Somerset.

### **Legislation**

Ensure Somerset Council as the Highway Authority performs its statutory duty as specified in the Highways Act 1980 and the New Roads and Street Works Act 1991 and any other relevant legislation.

Has the responsibility to discharge the Council's obligations with regard to licences and will provide specialist technical advice on issues concerning highway legislation.

Manages the initial and more detailed investigations into highway claims and notices against Somerset Council, such as section 56 notices legally requiring the Authority to fulfil their duty to maintain the highway network. Will undertake investigations and make recommendations concerning liability.

### **Co-ordination Role**

Manage, advise and filter proposals for highway improvements. To provide the initial feasibility study to ensure that the proposal is achievable and represents good value for money.

Manage, advise and resolve political, community, environmental and technical issues, so that influence can be used to maximise benefits. For example, integrating proposed parish council improvements with highway maintenance, or bringing appropriate partners/agencies together to solve problems.

Advise and direct various council departments and other agencies on a wide range of issues such as Planning Development, to protect the highway asset and the highway user.

Identify and manage the information that is to be disseminated to Councillors and the media and consult as appropriate with the community.

Attend quarterly HAUC meetings and will have regular contact with the New Roads and Street Works team in relation to the co-ordination of Statutory Undertaker works on the highway. This results in keeping disruption caused by road works to a minimum.

Approve works programmes and scheme designs submitted by the Highway Maintenance Contractor.

Will hold regular area co-ordination/programme meetings with the Highway Maintenance Contractor including provision of priorities, budget management, direction and guidance.

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### Contacts & Relationships

Regular written and telephone interaction with MPs, Councillors, senior staff within the Council, the public, interest groups and utility companies for all highway activities. This will often involve attending meetings to discuss contentious issues under difficult circumstances.

To act as the first point of contact with Councillors and Parish Councils, ensuring they have regular updates on highway issues affecting their Division/Ward/Parish so that they can input to the development of future work programmes and support their role within the community.

To meet with Councillors and Parish Councillors, members of the public and other organisations, such as mobility groups, to investigate individual highway issues in accordance with the Council's policies and procedures.

Be a media contact for the Council working closely with the press office to ensure necessary information and items of interest are publicised. The post holder is also expected to speak or supply information, based on technical and local knowledge, to the media on operational issues.

### Resources

Prioritise, manage the identified works, and feed this into the continuing development of the needs-based budget.

Manage expenditure against the agreed financial profiles produced by the highway maintenance contractor or others.

Ensure that rechargeable income due to the authority is fully maximised.

Signatory for authorisation of payments to comply with current finance policies.

### Notes

Working conditions:	
Working arrangements:	