**Highways and Parking Technical Manager**

**Grade 17**

The post holder will play a key role within the Highways and Parking Service. The post holder will be responsible for managing the services interface with the public, processing parking permits, dealing with appeals and assisting with technical highway queries.

The post holder will be responsible for the delivery of their role and the corporate competencies while living and promoting the corporate values through their day-to-day work.

**Reports to:** Head of Highways and Parking

**Responsibility for:**

1 FTE Senior Engineer Development Management

1 FTE Highway Records Officer

1 FTE Technical Support Officer

1 FTE Technician

1 FTE Senior Engineer (Highways and Traffic)

5 FTE Engineer

1 FTE Senior Engineer Drainage

1 FTE Senior Engineer Structures

1 FTE School Road Safety and Travel Plan Officer

1 FTE Assistant Road Safety Officer

1 FTE Customer Service and Policy and Performance Manager

3 FTE Investigation Manager

2 FTE Performance Officer

9 FTE Investigation Officer

7 FTE Permit and Support Officer

1 FTE Service Administrator

1 FTE Communications and Quality Assurance Co-Ordinator

2 FTE Service Delivery Officer

2 FTE Technical Support Officer

**Job Purpose:**

* Provide the Council with a competent professional technical engineering service in support of the delivery of its statutory duties and corporate priorities for the management, improvement and development of its highway network and associated assets. Oversee the successful design and delivery of Highways schemes and projects within the team.
* Provide an effective road safety service.
* Provide the Council with the team responsible for the processing of parking PCN, their appeal and adjudication and manage their performance.
* Provide the wider service with a Technical Support function that manages the interface with the public and supports the technical teams in their duties.
* Provide professional expertise and direction for all Network Improvement matters relating to the Construction Design and Management Regulations 2015 and, for the wider team, ensure that other H&S legislation is adhered to.
* To deputise in the absence of the Head of Highways and Parking as and when required.

**Key Stakeholder Relationships:**

Internal: Cabinet and Ward Members, Public Transport Liaison Panel, Croydon Mobility Forum, Network Maintenance/Network Management, Planning, Spatial Planning and Strategic Transport, Capital Delivery Hub, Environmental Health, Building Control, Legal Services, Corporate property and regeneration, Press and Publicity

External: Members of the public, Neighbourhood Partnerships, Residents associations, Croydon Older People’s Network, Local Businesses, Croydon BID, South London Partnership, Emergency Services, Utility companies, Contractors including PFI provider, Transport for London, Government Offices and Local Authorities, London Accident Analysis Unit, London Safety Camera Partnership, Public Transport Service Operators, Tramlink and Network Rail, Freight Transport Association, Freight Quality Partnership, Developers, Consultants, LoTAG, British Parking Association

**Statutory Responsibilities:**

As set out in the council’s scheme of management and scheme of delegation the post has delegated powers and authority in line with the responsibilities detailed above.

**Political Restrictions:**

This post is politically restricted and under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside the work.

**Delegated Authority:**

The post holder will be required, on occasion to deputise for the Head of Highways and Parking and will represent the Council in a wide range of external multi-agency forums including those with central government and affiliated organisations.

**Other Considerations:**

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.

**Key Outcomes:**

* To manage both internal and external staff members and teams to ensure the seamless delivery of highway schemes and projects.
* To ensure that the specialist highway asset is effectively managed
* To develop and maintain partnerships and other external relationships in order to promote and develop the Council’s asset strategies and the management of resulting programmes
* To ensure that professional and technical advice is delivered in a timely manner
* To ensure that representations and appeals are dealt with in an efficient and effective manner, minimising the number of official complaints received
* To maximise income across the service by managing bad debt
* Manage the Stage 1, MP and Cllr enquiries in line with the corporate standard
* Ensure that the performance of the service is managed in line with the service plan expectation.
* Ensure that information is shared to improve performance
* Ensure that systems are available for use and

**Key Deliverables:**

* that schemes and projects are delivered on time and to budget
* that income is managed and that processes are implemented to ensure that income loss is mitigated as far as is practicable
* that the Mayor’s Vision Zero strategy is promoted in all that we do
* that policies, process and procedure are actively created, reviewed and adhered to as and when necessary
* that developer activity aligns with the needs of the highway, both in terms of layout and adopted palette of materials
* ensure that statutory records of Council highways infrastructure and public rights of way are maintained and provide advice to third party enquirers.
* that links between other service areas are developed and maintained

**Leadership**

Provide effective and visible leadership, demonstrating the council’s Values. This includes contributing to the delivery of the council’s performance management framework.

As a Service Manager deliver the council’s services in accordance with our vision and strategies and within the resources allocated.

Support the Council’s Cabinet and elected Members by:

* providing advice and guidance;
* ensuring the effective implementation of its decisions;
* taking delegated decisions within the Council’s
  + Financial Regulations; and
  + enabling the effective scrutiny of services and decisions.

Discharge the statutory duties within the department and advise Members and the management team in relation to policies, priorities and strategies related to these matters.

Set key objectives and targets for the team in the annual Business/Service Plan and Corporate plan and ensure they are met.

Participate with the Head of Highways and Parking in the general management and direction of the Service.

**General Management**

To ensure that the operational management of the team complements and implements the Council’s corporate vision, values and priorities.

Deputise for the Head of Highways and Parking, where appropriate.

Ensure that the Council’s statutory responsibilities are met in all areas for which the post holder is responsible.

Be responsible for identifying the need for and preparing or directing the preparation of detailed and complex policy reviews and present reports to Cabinet, Committees, Scrutiny Sub Committees, Policy Review meetings, Departmental Management Team and multi-agency working parties recommending appropriate policy changes.

Represent the Council and/or advise Members in their role or representing the Council on private/public/voluntary/community sector forums in connection with the relevant service areas. To include presenting reports, giving advice/information or evidence as necessary.

Develop, implement and review process and procedure to ensure that all team members understand how they contribute to the success of the Service.

Develop and maintain procedures to implement and promote health & safety. Liaise with Departmental and Council Safety Officers as necessary, to ensure that equipment, methods and operations comply with safe working procedures, and attend, as required, the Departmental Safety Committee. Provide regular reviews and monitoring of services, controlled with particular reference to Risk Assessment, Health & Safety and COSHH Regulations.

To manage, procure and administer contracts to deliver these services.

**Service Management / Monitoring & Coordination**

Ensure that managerial systems, procedures and documents relating to the work of the team are properly implemented, controlled and reviewed.

Promote the Council’s equalities policies, both in terms of service delivery to the community and the recruitment and training of staff and contractors.

To manage resource to best effect, flexing staff between activity as demands dictate.

To take a lead in policy development, using data and legislation as the driver for change. Work with other teams to put into effect the practical working of these policies and objectives.

Work with the Head of Highways and Parking to assist with forward planning for the service area.

To be responsible for the planning, implementation and monitoring of information technology use within Highway and Parking services.

To develop and maintain systems of consultation and communication with service users.

To ensure that management information systems provide effective monitoring of service provision, performance and cost effectiveness.

To contribute to the Highway And Parking Service Plan.

To develop proposals and plans aimed at achieving corporate policy and service objectives including identifying and evaluating new approaches and ideas to promote both quality and equality in service delivery and ensuring effective means for identifying and meeting the learning and development needs of staff.

Prepare briefs and terms for the commissioning of investigations, studies and surveys to assess the feasibility and implementation of changes in service provision.

**Contract and Financial Management**

Preparation of comprehensive contract documentation for the provision of services, evaluation of tender submissions and preparation of summary reports for consideration of contract award.

Develop and monitor contractor performance against indicators and remedial action, as required.

To be responsible for the management of revenue, capital and income budgets.

To access and manage the various processes required to access TfL funding.

**Specific Minimum Qualifications and Expertise**

**Essential knowledge:**

* Broad and sound municipal engineering knowledge and knowledge of associated IT systems, applications and packages.
* Good knowledge of engineering contracts, contract procedures and contract law.
* Good knowledge of the various Acts governing the work we do; Highways Act 1980, Traffic Management Act 2004, Road Traffic Act 1988, Road Traffic Regulation Act 1984, etc.
* Full understanding of procedures and decision making processes in a complex, politically directed organisation.
* Sound understanding of techniques for monitoring, managing and consistently achieving high levels of performance, improvement and quality in service delivery.
* Good knowledge of development legal agreements and their use to secure improvements to the borough’s infrastructure including its economic development and regeneration.
* Full knowledge of Construction Design and Management Regulations 2015

**Essential skills and abilities:**

* Strong motivational and performance management skills
* Analyse complex issues, think strategically and to relate service delivery to the Council’s corporate plan priorities.
* Manage revenue and capital spend and income to available budgets.
* Deliver continuous improvement in service delivery
* Negotiate at a senior level to secure required outcomes for the Council.
* Work under pressure, both independently and as part of a team, using initiative to achieve set deadlines and manage conflicting priorities.
* Communicate effectively, both orally and in writing, with councillors, stakeholders and customers on complex engineering issues, including preparation of reports for and Service representation at Committee.
* Understand and innovatively promote the Council’s sustainability agenda in service delivery.
* Conform to and deliver service within the Council’s Equal Opportunities and Customer Care policies.
* Be familiar with and ensure compliance with legislation relating to race and disability Acts, child protection and sexual harassment laws.
* Strong CPD record and ability to keep up to date with technical, legislative and professional developments, and their application locally.
* Good appreciation of key health and safety issues and risks and action to minimise and mitigate.

**Essential experience:**

* Management and successful delivery of high value programmes of work
* Commissioning/undertaking engineering studies and interrogation and analysis of engineering data.
* Effective performance management of staff.
* Successful partnership working with public, private and community sector organisations and stakeholders.
* Supervising contracts and term contractors.

**Special conditions:**

Willingness to vary working hours to suit requirements of the service and attendance at meetings outside core hours.

**Leadership Framework**

Our leadership framework follows the principles of a competency framework and all of our leaders are expected to demonstrate these through their application process.

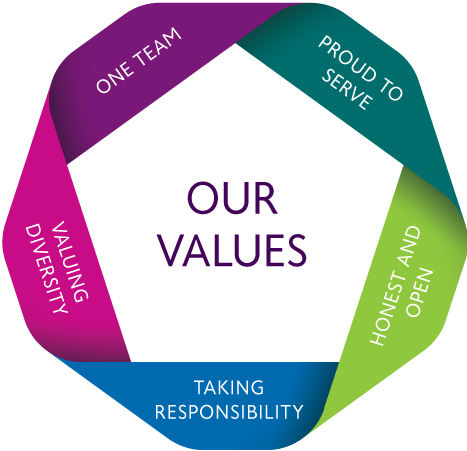
**Developing Oneself** – You demonstrate the values every day, you are passionate about the services you lead and deliver the vision and outcomes of Croydon Council. You are inspirational and engage others through personal leadership making the vision understandable to everyone.

**Inspiring and Developing people** – You identify talent and develop their capability to ensure a committed and motivated workforce, you create a culture based on the corporate values and ensure staff and stakeholders deliver a desired outcome.

**Collaborating and Influencing for Results** – You are challenging and innovative in your approach to driving high standards and value for money, you trust and respect staff and partners and empower them to be courageous to try new approaches.

**Enabling and Facilitating the Community** – You create effective collaboration between stakeholders, establish relationships and understand others perspectives. You are open and honest with others. You build a shared sense of purpose across Croydon, ensuring delivery and a collective use of resources

**Corporate Values**



Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority. You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:

**One Team:** To cross boundaries to work together towards shared goals with colleagues, partners and communities

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| --- |
| * You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them. You use your contacts and colleagues to bring teams together.   **Proud to Serve:** We strive to always do our best for the community, getting the most from limited resources and using taxpayers’ money wisely |

* You are proud to be part of the wider Croydon and the contribution you and your teams make to it. You make a difference to people’s lives through engagement and you strive to get the best possible value for money for customers

**Honest and Open:** We work hard to build trust by treating everyone with honesty and integrity

* You think through who needs to understand to demonstrate and explain clearly. You take people’s views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively

**Taking Responsibility:** We encourage and support each other to take responsibility and show what we can do, learning together and recognising each other’s’ contributions

* You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions

**Valuing Diversity:** We make the most of the many perspectives that make Croydon distinctive

* You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.

**Updated: February 2019**