

# Kent County Council

## Job Description: Network Manager

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<b>Directorate:</b>	<b>Growth, Environment, &amp; Transport</b>
<b>Unit/Section:</b>	<b>TRA – Transportation – Traffic Management</b>
<b>Grade:</b>	<b>KSJ</b>
<b>Responsible to:</b>	<b>Traffic Manager</b>

### **Purpose of the Job:**

Manage and lead a team to analyse, identify, develop, model and propose solutions to maintain a reliable highway network, utilising all available tools to support the expeditious movement of all highway users.

### **Main duties and responsibilities:**

- Support the Traffic Manager for Kent in fulfilling the requirements set out within the provisions of the 2004 Traffic Management Act, identifying solutions to support improvements to the network, securing the expeditious movement of all users of the highway. The postholder will deputise for the Traffic Manager, where required.
- Lead a network team to analyse, identify, develop, model and propose solutions to improve the network, benefitting safety, tackling congestion and to improve public health. Solutions should consider highway engineering, network co-ordination and collaboration, data/information sharing and behavioural change. The postholder will be required to liaise with other highway and council teams to utilise their resource and expertise to deliver or implement proposed solutions and work collaboratively to deliver outcomes.
- Lead a team to analyse and monitor network performance to ensure existing procedures and facilities are followed to maximise the performance of the existing highway network. Lead on any recommendations for performance improvement. This will include the performance monitoring of streetworks, freight and public transport punctuality.
- Act as the custodian of traffic data, including the management of the Kent Traffic Model and lead on its development, ensuring data is made available to inform network management decisions.
- Provide engineering leadership and support to the parking and enforcement team, collating evidence and carrying out analysis for the suitability of proposed moving traffic enforcement sites.
- Support the Traffic Manager in acting as the “gatekeeper” for projects that make substantial changes to or have a strategic impact on Kent’s road network.
- Collaborate with the Network Innovations Manager team to ensure any proposed new technological or sustainable transport initiatives can benefit the road network, the highway user, tackle transport emissions and support the Network Management Duty. Work with the Parking and Enforcement manager to develop policy and procedures for an efficient, highquality service, whilst supporting any associated commissions and contracts.

- Line and performance manage a focussed team, ensuring targets are met and that service levels remain high, making the best use of available resources.
- Ensure prompt investigation and response to enquiries or complaints raised by staff and customers.
- Ensure compliance with Health and Safety legislation and complete appropriate training as directed.
- Ensure contract compliance in all aspects of work and provide guidance to other teams within the GET directorate, in line with relevant legislation and national policy guidance.

### **Organisational Responsibilities:**

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

#### Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

#### Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

#### Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

## Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent • Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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## Person Specification: Network Manager

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> <li>Relevant degree or professional qualification (or equivalent in experience).</li> <li>NVQ Level 5 (or equivalent) in management.</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>Managing conflicting priorities often with external stakeholders</li> <li>Proven experience of line management/leadership</li> <li>Proven experience of successful budget management</li> <li>Proven experience of at least one of and preferably more of highway engineering/traffic engineering/transport planning, and the use of relevant computer applications</li> </ul>
SKILLS AND ABILITIES	<ul style="list-style-type: none"> <li>Good communication and IT skills.</li> <li>Ability to develop and motivate staff</li> <li>Performance manage staff, improving team performance and effectiveness</li> <li>Liaise with Senior officers and members and always be able to see the 'political' angle as well as the strategic and operational issues</li> </ul>
KNOWLEDGE	<ul style="list-style-type: none"> <li>Good working knowledge relevant legislation such as the 2004 Traffic Management Act.</li> <li>Good knowledge of leadership skills and principles of line management.</li> <li>A good understanding of the influencing factors of customer perception and network performance.</li> <li>A good understanding of the principles of project and contract management.</li> </ul>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> <li>We are brave. We do the right thing, we accept and offer challenge</li> <li>We are curious to innovate and improve</li> <li>We are compassionate, understanding and respectful to all</li> <li>We are strong together by sharing knowledge</li> <li>We are all responsible for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none"> <li>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</li> <li>Curious - constantly learning and evolving</li> <li>Compassionate and Inclusive - compassionate, understanding and respectful to all</li> <li>Working Together - building and delivering for the best interests of Kent</li> </ul>

	<ul style="list-style-type: none"><li>• Empowering - Our people take accountability for their decisions and actions</li><li>• Externally Focused - Residents, families and communities at the heart of decision making</li></ul>
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